



CASE STUDY SNAPSHOT

Advanced analytics solutions

Real-time data helps healthcare organization deliver proactive care at scale

[Signature HealthCARE](#) in Louisville, Kentucky uses MatrixCare's advanced analytics solutions to transform long-term care with a data-driven approach. We spoke with Camille Jordan, senior vice president of clinical operations and innovation, to learn how our data analytics tools help drive business and clinical results.

How does Signature HealthCARE use data analytics?

Through our quality assurance processes, data analytics helps us with clinical decision-making and improving resident outcomes from not only a facility level, but also a macro-enterprise level, so that we can help identify trends or potential areas of opportunity around key clinical metrics in real time.

It allows us to take a more proactive approach around our quality assurance performance and improvement process.

Why is it important to be a data-driven organization in today's environment?

Healthcare reimbursement models are continually evolving, which makes our ability to monitor our performance even more critical. But most

importantly, as a care provider, we want to continually assess, through quality assurance, how we can provide the best quality care possible to those we serve. It's important to have the infrastructure and tools to mitigate risk and make sound care and business decisions both efficiently and effectively.

We look for data to identify gaps or opportunities and processes to support our root cause analysis around the Quality Assurance and Performance Improvement (QAPI) program. Using an analytics dashboard provides both a macro and micro view of our organization from a large set of data—helping us improve our healthcare delivery and resident outcomes, one of our most important goals always.

How valuable is the ability to control and compile data into a single resource?

The ability to have data compiled into a single resource that provides daily real-time updates is invaluable. It allows us to take a proactive approach and be predictive, rather than reactive to make better decisions before things occur, so we can prevent or mitigate the situation.

How has analytics impacted your clinical operations and resident care?

Having more than 101 care centers presents some challenges in terms of knowing what's happening everywhere, at every given moment. An enterprise look allows us to know and monitor our mission, vision, goals, and objectives as an organization. The ability to see how we're trending toward those goals and data points that we want to meet is invaluable.

Has clinical staff satisfaction been impacted?

Absolutely. Having real-time electronic data, and not having to manually enter it to track data, has allowed facility leaders to see from a quality assurance perspective what's going on in their center by unit throughout the day, drilling into resident data from

one source, and not having to go resident by resident in the EHR. Reducing the amount of time spent gathering, tracking, and trending data has allowed us to focus more on bedside care—which results in staff pride and satisfaction in the care they're providing, not to mention better quality resident care.

The ability to provide staff with continual analytics about where they're trending on their unit from a quality perspective lets them know where they stand against their peers. They want to do a good job and have happy customers and families, and this offers them information to work toward providing the best care possible.

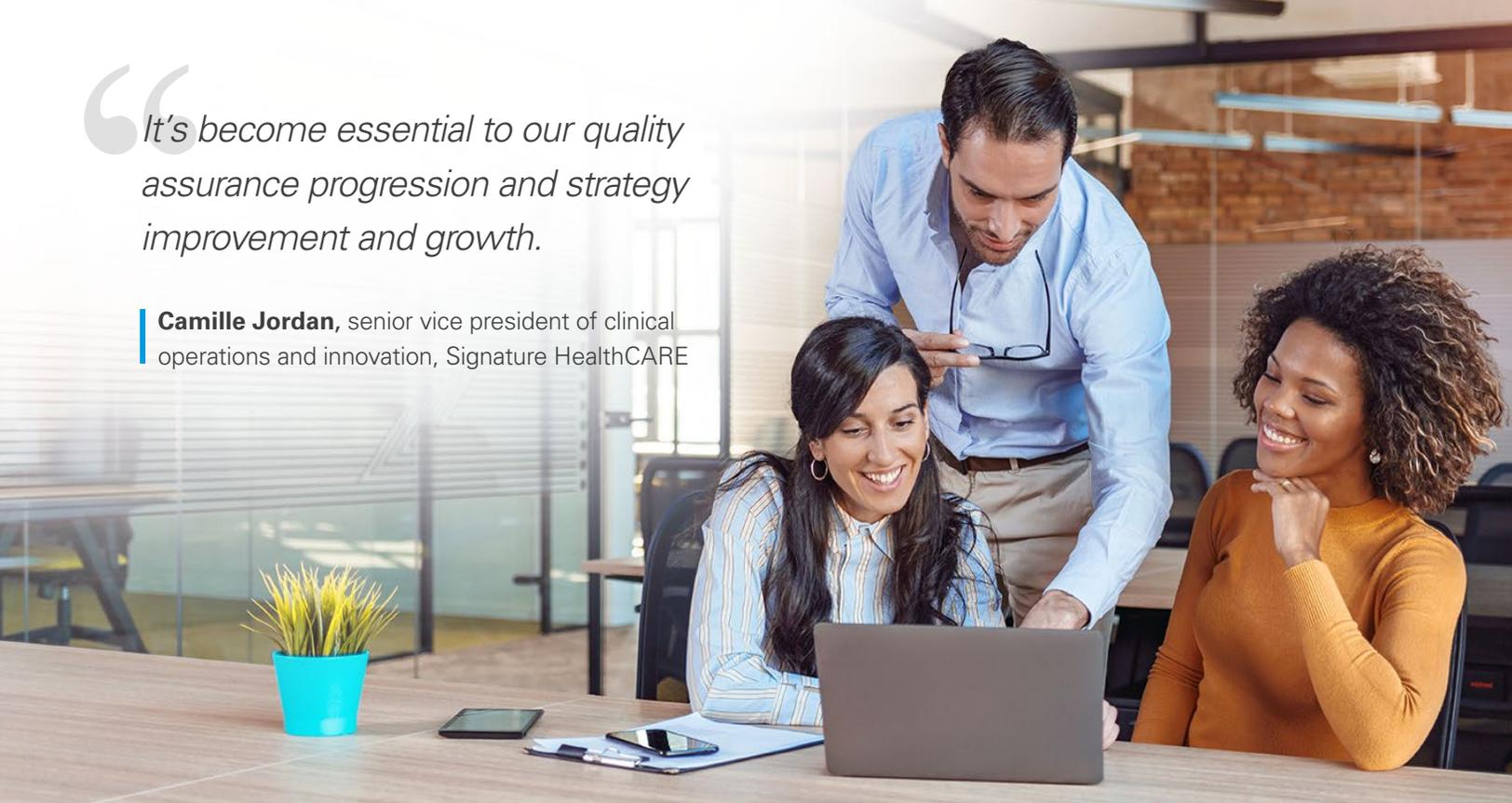
Where do you think Signature HealthCARE would be today without a strong emphasis on data and analytics?

We would be behind and not in the best position possible, in my opinion. We need to know what's going on out there, we need data, we need the ability to look at trends. Without it, we would not be able to develop quality assurance and customer care strategies to move our organization forward and become more predictive, prescriptive, and intuitive around our care delivery, which affects all other areas of the business.



“It’s become essential to our quality assurance progression and strategy improvement and growth.

Camille Jordan, senior vice president of clinical operations and innovation, Signature HealthCARE



How do you see Signature HealthCARE’s use of this technology evolving over time?

It’s become essential to our quality assurance progression and strategy improvement and growth. After all, we are in the business of providing personal medical care. While technology won’t and can’t replace human connection, it does help us focus more on that human connection with our staff and residents—by telling us where to focus and alleviating time spent on manually gathering data from different persons and sources. It’s all aggregated into one dashboard.

We’ve dedicated a team of individuals that drive our quality assurance analytics and technology advancements because we believe technology can help our facilities and our stakeholders become more effective and efficient, which naturally translates into improved job satisfaction and more importantly, better resident care.

Call **866.469.3766** or visit matrixcare.com/analytics to learn more about how our advanced analytics solutions can make a difference for your staff—and for your residents.

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

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