

CASE STUDY



Home Health and Hospice Solution | MyScrubber Clinical + MyScrubber QA

Addison County VNA overcomes OASIS challenges

Following the successful implementation of their MatrixCare EHR, this Vermont VNA became an early adopter of MyScrubber to increase efficiency around the OASIS process. Focused on providing quality patient care, Addison County Home Health & Hospice wanted to increase staff productivity and needed a scrubber that was easy for clinicians to understand and use.



Challenges

- > Clinicians frustrated by confusing language and recommendations
- > Time lost on redundant back and forth exchanges with QA team
- > Lack of real-time data to implement timely change



Solution

- > MatrixCare MyScrubber Clinical + QA



Results

- > Easy for clinicians to understand and engage
- > Streamlined OASIS process and increased staff productivity
- > More control over outcomes and data management

Scrubbing documentation is an important part of the OASIS process. Not only does it reduce errors and inconsistencies that can affect patient care and lead to compliance issues, scrubbing also results in clean documentation required for full and timely reimbursement. But clinicians at Addison County Home Health & Hospice were hindered by a system they couldn't understand. The language wasn't familiar or friendly, causing confusion and making the OASIS process even more cumbersome. Deb Wesley, CEO and VP of Clinical Services, recognized the problem and was eager to explore MatrixCare's MyScrubber tool.

"We want our clinicians to look at their data, to look at their OASIS and understand it," Wesley said. "But with the system we had in place, clinicians didn't understand why a certain answer on their OASIS wasn't correct or why the system gave them the recommendations it did."

With MyScrubber, clinicians could understand what was written and were more comfortable selecting answers that made sense to them rather than responding to language from an OASIS-D manual.

Deb Wesley, CEO and VP of Clinical Services
Addison County Home Health & Hospice

Clear language and real-time data support better outcomes

Wesley was careful not to overwhelm staff with too much change all at one time. She started with MyScrubber Clinical and began seeing results right



away. It used language that staff could easily understand, overcoming one of the biggest hurdles in the team's OASIS process.

MyScrubber integrates seamlessly with clinical workflows, making it easy for staff to engage quickly. They can easily review data, correct errors, and instantly accept or decline recommendations without having to go back and forth with the QA team. Clinicians appreciate the time they save and can even perform scrubbing on their mobile devices, with or without an internet connection.

As adoption rates soared, Wesley added MyScrubber QA to the team's tool kit. MyScrubber QA analyzes data in real time and includes built-in notifications and color coding to flag items that need attention sooner rather than later. "That really helped us get out in front of our information. With real-time data we can control outcomes better, while charts are still active. We can also manage

our information better because we can change the data right now. We no longer have to wait a full quarter to get the data we need to implement changes."

Less paperwork saves valuable time

The easy-to-understand language in MyScrubber creates workflow efficiencies, decreasing paperwork and saving time during the review process. "We're able to move our data along and balance high volume with high quality care and documentation," Wesley said.

Integration with HEALTHCARE*first* makes OASIS faster and more accurate

One significant bonus that comes with using MyScrubber is its seamless integration with HEALTHCARE*first* coding. The solution includes a dashboard where staff can see the status of each chart and work on those that need immediate attention. There's also a web coding portal within the MatrixCare EHR. This is where all real-time communication is documented, time stamped, and stored, making it easier to gather and verify critical information like referral details and wound clarification. These real-time discussions reduce breakdowns in communication that can lead to misunderstandings, incomplete information, and delays in documentation. And since everything is documented in the system, there's no need for outside emails to be referenced or saved.

It all makes communication during the OASIS process faster and more accurate, saving turnaround time so claims can be submitted on time. "The integration with HEALTHCARE*first* coding really puts us in control of our data," said Wesley. "It's really streamlined what we do." Having codes already in the software makes it easier for clinicians to quickly communicate,

accept, and question any coding recommendations. Wesley says it also helps with reporting. "We're able to collect data along the coding process to improve results and turnaround times, and it shows where we have training opportunities for clinicians."

Alerts ensure quality care and timely reimbursement

Perhaps the biggest advantage of MyScrubber is that it gives clinicians more time to engage with patients. It also provides a more comprehensive view into a patient's care journey, factoring in completed OASIS assessments, medications, and plans of care. As clinicians review these variables, they can quickly identify any potential errors and correct issues that might affect care or reimbursement. Areas of impact are flagged to alert staff so they can see what needs attention and prioritize accordingly. The efficiencies gained give staff more time to focus on quality care, enhancing their interactions with patients.

Since implementing MyScrubber, Addison's OASIS process has been whittled down to just three or four days, from admission and coding to

Having the scrubbers has really made our process more efficient. It's increased our timeliness and efficiency from a clinical standpoint.

Deb Wesley, CEO and VP of Clinical Services
Addison County Home Health & Hospice

submission. Wesley says delays are a thing of the past. "Now our clinicians scrub, the QA staff go in behind, and it's clean and out the door."

For others who may be considering implementing MatrixCare's MyScrubber, Wesley recommends evaluating the scrubbing tool with frontline staff who will be using it. "For us, the highest level of satisfaction is ease of use and the accessible language."

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