



DIVERSIFIED CARE

Care across settings:
Technology to meet the challenges

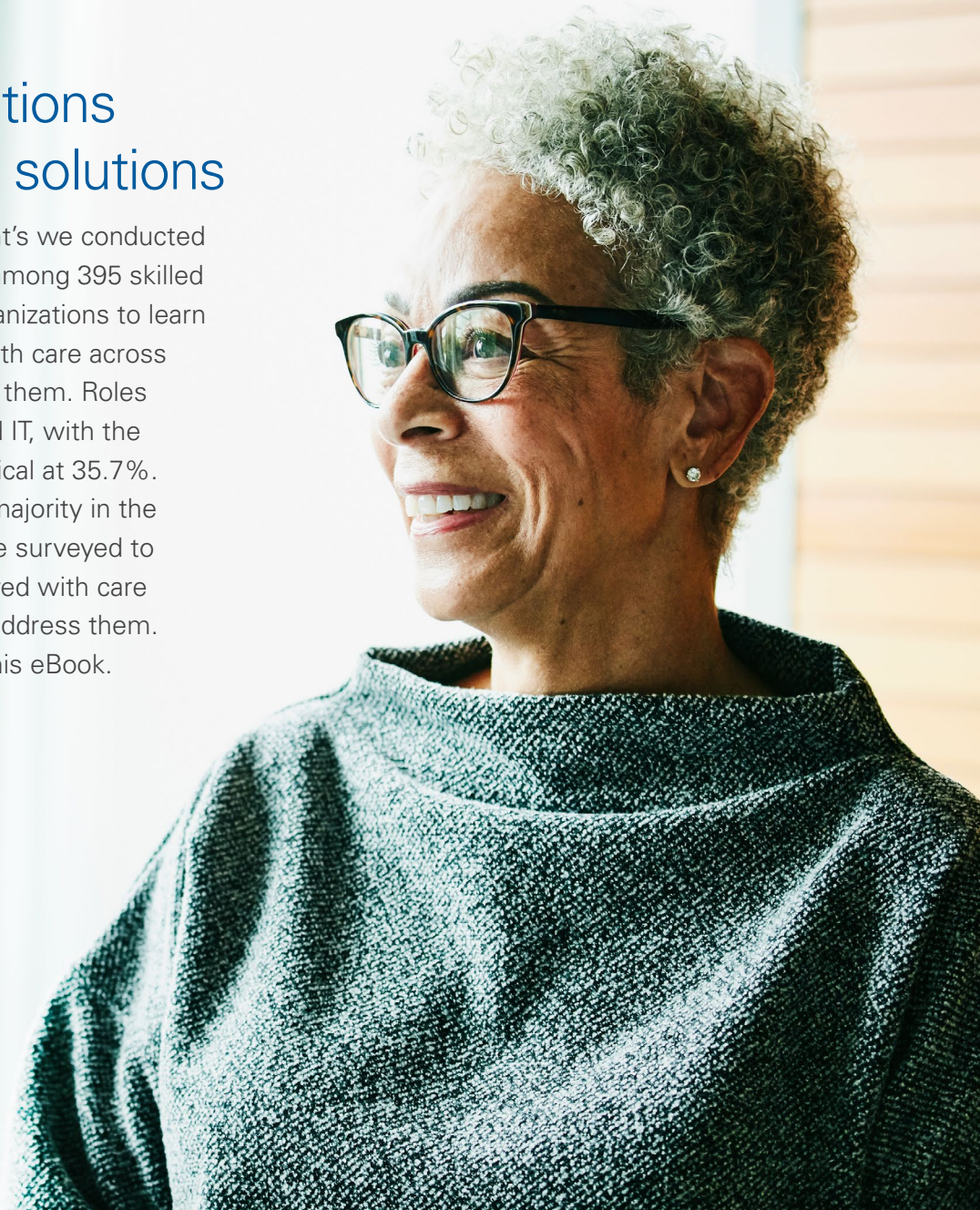
Executive summary

As many healthcare facilities seek to accommodate increasing patient preferences to receive care in the comfort of home, many organizations have expanded, or are planning to expand, their facilities-based care organizations into the home health and hospice segments. While this shift in care delivery can reduce the need for more costly care in hospitals and other institutions, it presents several challenges when transitioning patients across care settings.

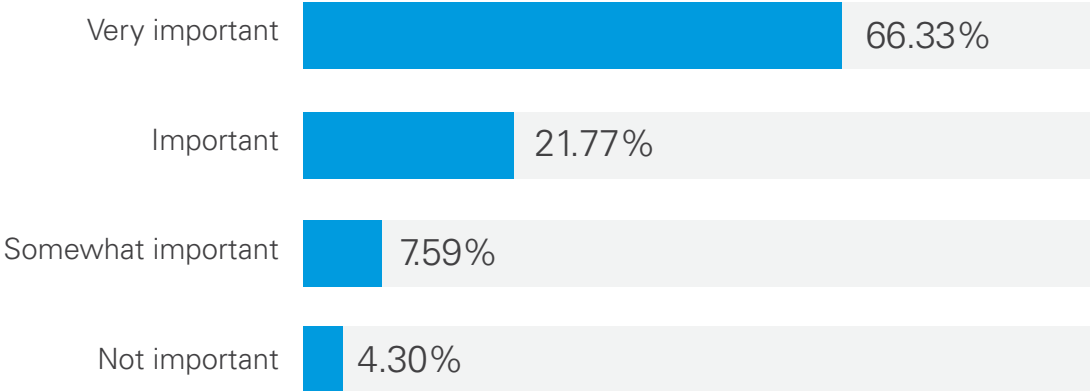
Survey findings show that many of these organizations plan to leverage existing staff across care settings due to ongoing staffing challenges. Many are also planning to invest in highly interoperable technology to save staff time, improve care coordination, and simplify communication for a more integrated care experience across settings.

What care organizations want in technology solutions

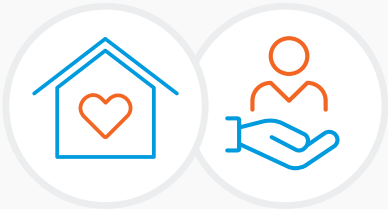
Working in collaboration with McKnight's we conducted this online survey in December 2021 among 395 skilled nursing, life plan, and senior living organizations to learn more about the challenges involved with care across settings and how they plan to address them. Roles included business, finance, clinical and IT, with the majority in business at 55.5% and clinical at 35.7%. Size of organizations varied, with the majority in the 100-249 daily census range 35.7%. We surveyed to learn more about the challenges involved with care across settings and how they plan to address them. We've compiled survey highlights in this eBook.



How important is it to you that your EHR partner offers integrated solutions that cross your different care settings?



An overwhelming majority, 66.3% prioritize an EHR partner that offers solutions across the different care settings they serve.



53.4% of organizations interviewed, have or plan to have, a home health and hospice operation.

This reinforces the need to have solutions that work and communicate across care settings.

Greater interoperability

Organizations are looking for advanced technology that works with existing systems and workflows to seamlessly share patient information, reduce time spent on documentation, and improve care coordination across settings.



33% want more advanced interoperability capabilities.



37% prioritize technology integrations across care settings.



33% spend six or more hours a week coordinating documents and care - reinforcing the opportunity to streamline processes.



Ease of use

As staffing deficit and high turnover rates persist, healthcare organizations want intuitive platforms that require less training and streamline workflows so staff can work more efficiently.



48% say ease of use is a key factor in their decision to switch EHR providers.



User experience and efficiency ranks #3 in what organizations most want their EHR providers to understand about their business.

Communication capabilities

Care organizations want to simplify communication between providers across care settings, gain insight into patient status after hospital discharge, and make it easier to engage patients and their families with educational resources and information for a more satisfying care experience.



Communication tops the list at #1

when it comes to what organizations want to do better to improve patient transitions to home or hospice.



Care coordination is #2

in what they want to do better to improve patient transitions.

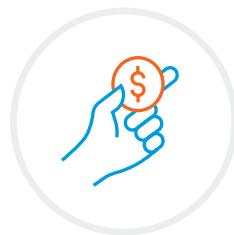


Works like they do

Many organizations plan to leverage staff across care setting due to ongoing staffing shortages. These providers are looking to technology to meet their unique needs and challenges heightened by COVID. Topping their list of needs are specifically designed workflows for each care setting to create operational efficiencies that save staff valuable time.



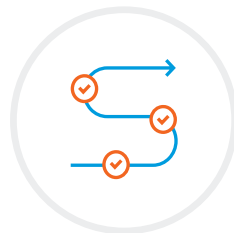
50% plan to leverage their existing staff across care settings. **21% are already doing so.**



38% plan to invest in technology to offset staffing shortages and other constraints.



45% are considering technology to solve these challenges.



28% indicated the need for specifically designed workflows for each care setting.

Get the best technology to meet the shift in care delivery

Look to MatrixCare for Best in KLAS technology that helps you deliver a more integrated care experience across care settings. Our advanced technologies work with your existing systems and workflows so you have the tools to seamlessly access and exchange patient information, improve communication and engagement, drive better outcomes, and retain valuable talent.



For more information or to request a demo,
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