



eBOOK

Using technology to boost efficiency

MatrixCare[®]
by ResMed

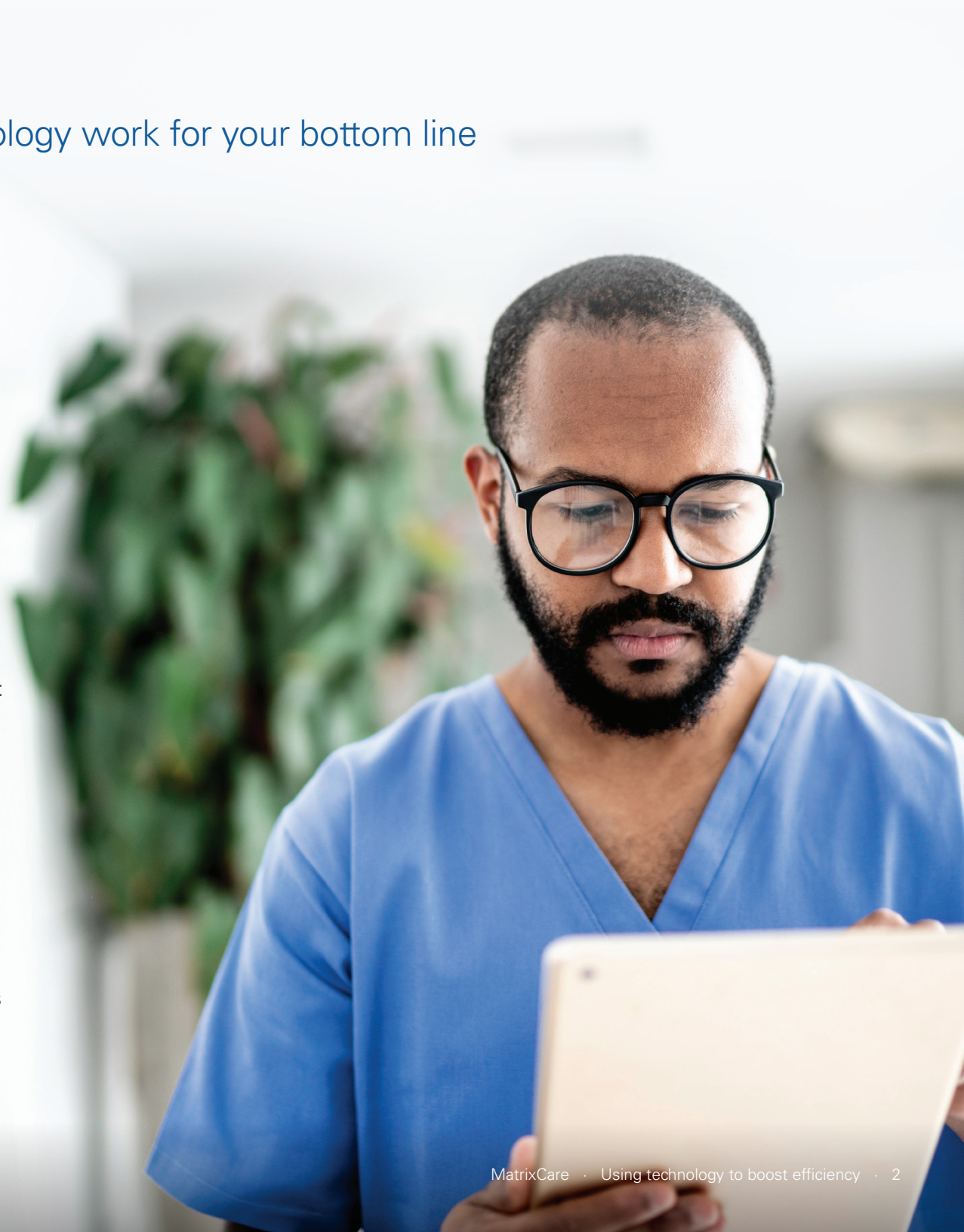
All about efficiency: Making technology work for your bottom line

The scope of change in out-of-hospital care over the past few years has been enormous. And change on this scale causes stress for everyone involved: clinicians, administrative staff, residents, and their families.

One way to reduce that stress is to find more efficient ways to work. And increasingly, providers and residents are turning to technology to deliver care more quickly and easily. From clinicians using mobile devices at the point of care, to residents using voice-activated devices to turn up the volume on their television, technology is taking care to the next level.

This eBook will explore how technology can boost efficiency in out-of-hospital care from three perspectives:

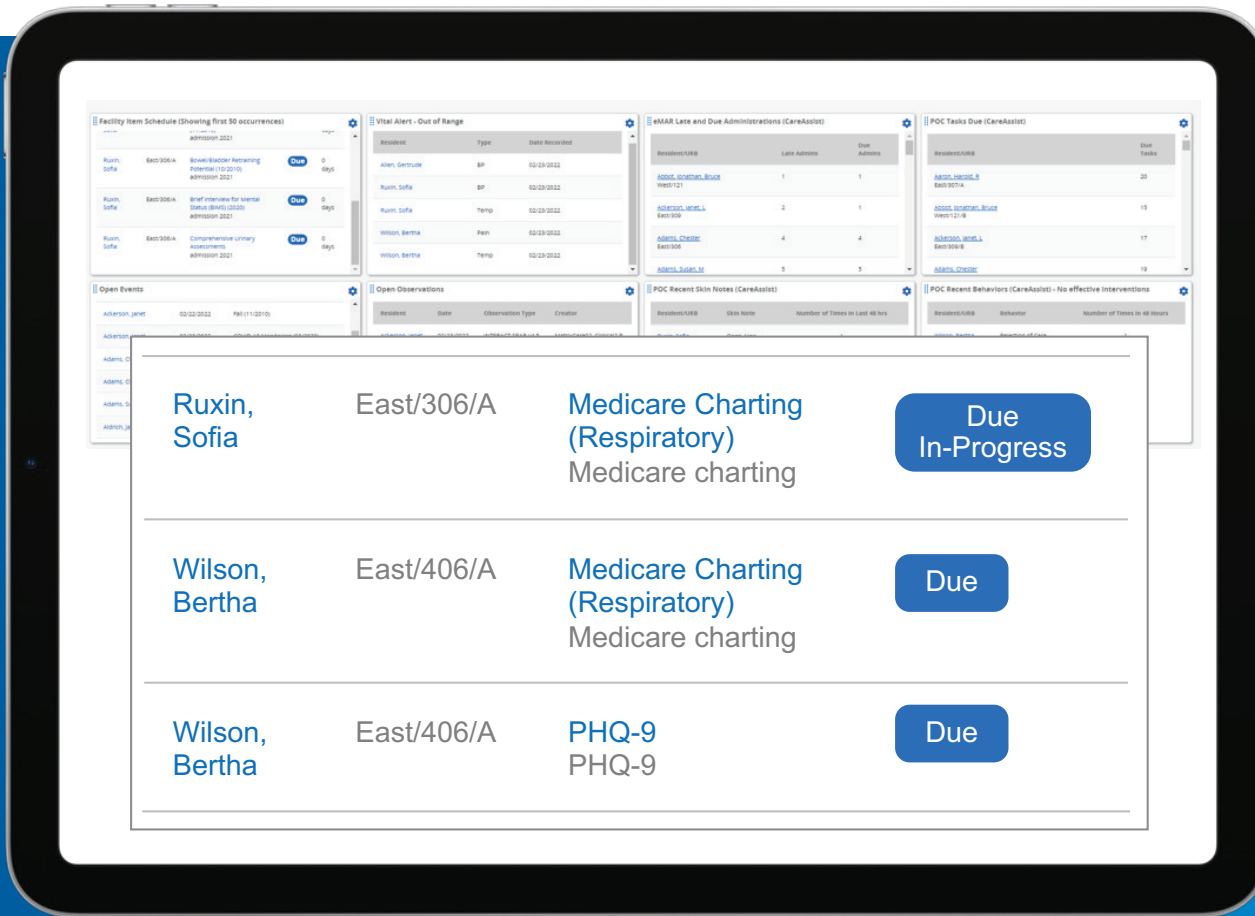
- 1 A new caregiver or agency nurse using technology to quickly see which residents need immediate attention.
- 2 A charge nurse or supervisor who needs to balance staff based on acuity and monitor documentation compliance.
- 3 A director of nursing or other manager who needs data from across the organization to track and implement changes.



1

The new caregiver/agency nurse: Delivering care quickly and confidently

Hiring agency caregiving staff is a crucial part of managing the ongoing staffing shortage. But to be effective, it's vital that new caregivers become productive quickly. How can they see residents' baseline status, or know where to provide care first? How can they see protocols and procedures to stay compliant?

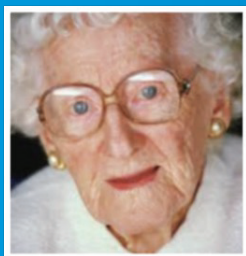


One solution is software that uses machine learning to gather resident data into an easy-to-read dashboard. If a new caregiver can quickly see which residents need immediate attention due to an out-of-range reading or changes that indicate an increased risk of falling or infection, that means they can deliver appropriate care quickly and confidently.

This clear insight not only makes new nurses productive more quickly, but also streamlines sharing and exchanging crucial resident information with nursing assistants or other staff. This can be especially helpful during the night shift, to help ensure additional monitoring for higher acuity residents.

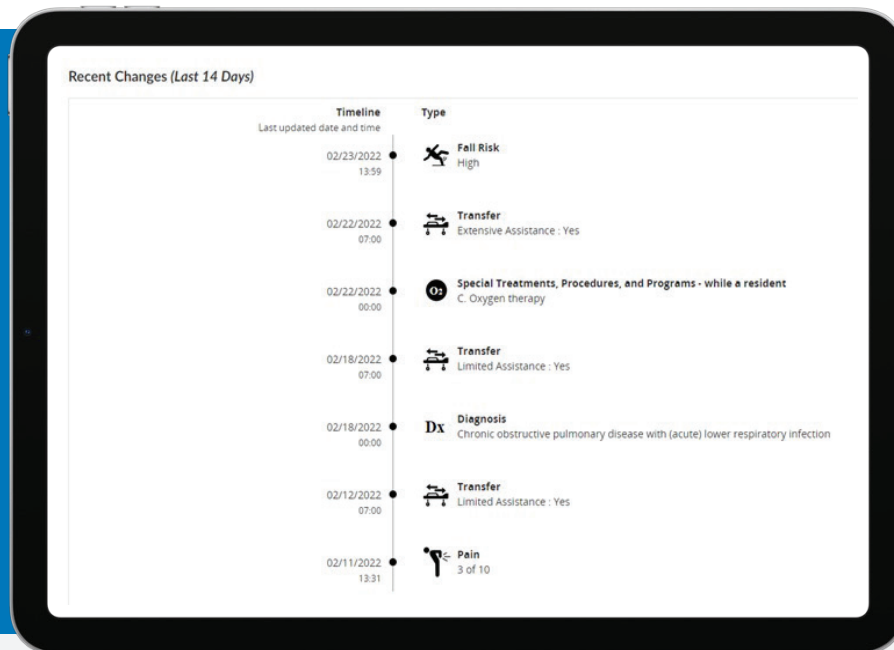
Technology that incorporates machine learning can pull data from different areas of a resident's chart, giving the nurse a timeline that shows the resident's full story. Here's an example:

Bertha Wilson



Bertha Wilson was identified as a higher risk skilled nursing resident by technology and machine learning. The agency nurse can see the changes in condition that triggered the alert and confidently gather information and assess Bertha's condition during med pass.

This screen shows the information available to nurses based on electronically captured documentation that helps them identify additional actions to take.



Lack of interest in activities started, not coming to the dining room (skipped a meal, change in meal consumption, can't taste/smell), feeling isolated, signs of depression



Slightly elevated temp



Required limited assistance going to the bathroom because she felt weak (normally she is stand-by assist)



Started having shortness of breath when lying flat; required one liter of oxygen for comfort (O2 stats were fine)



Required extensive assistance with ambulation to the bathroom



Temperature continued to be slightly elevated at 100.4; coughing started; O2 stats indicated she required two liters of oxygen; on-call physician called – gave orders for labs/ chest x-ray, rapid COVID test, and flu swab, and to use PRN Tylenol for fever

- CNAs see an alert with the vitals that the elevated temp is out of range – something is off

In addition to providing a comprehensive timeline, as a nurse captures documentation, the EHR can offer guidance and real-time alerts for further actions. And having the flexibility to use a mobile device for documentation helps increase compliance and documentation accuracy, and allows nurses to focus on residents rather than waiting to input data into a desktop or kiosk computer.

When delivering resident care, time is critical. Using technology to quickly guide agency staff where care is most needed, and to ensure documentation is complete and accurate boosts collaboration with all caregiving staff, and in turn, helps improve the quality of care.

What else are nurses responsible for?

In addition to all the resident care and documentation staff and agency nurses must provide, they are often also responsible for completing and documenting facility tasks. Some examples of these tasks include:

- > checking refrigeration temperatures for stored vaccines
- > cleaning equipment, such as wheelchairs
- > taking inventory and ordering or replacing supplies
- > replenishing medication cups for the incoming nursing shift

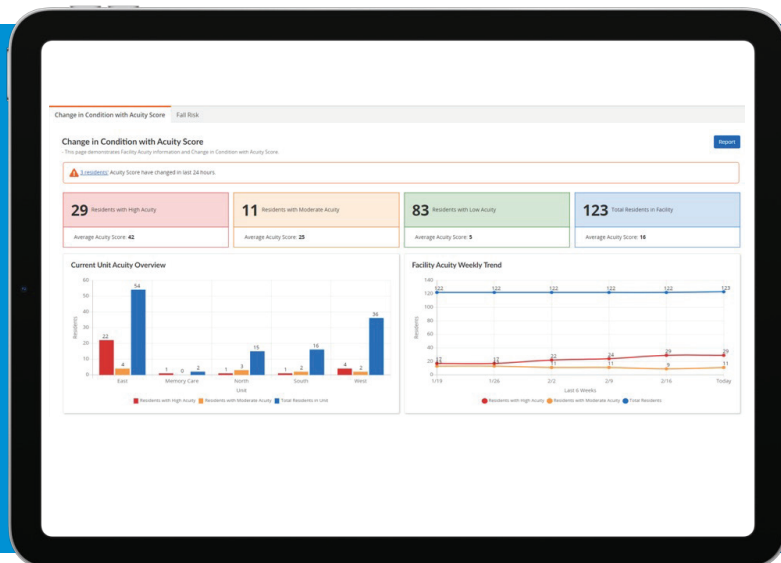
The right technology can send alerts when these tasks are due, and also provide a convenient way to document completion of these tasks to help ensure compliance and accountability.



2

The supervisor or charge nurse: Connecting the dots

While nurses and CNAs focus on individual resident care, supervisors and charge nurses must take a broad view of all clinical work in a facility. Whether they're working on scheduling, care plans, or balancing staff, supervisors need technology that allows them to quickly assess and make decisions that meet resident and staffing needs.



Robust new technology can gather thousands of data elements into a dashboard that shows a supervisor or charge nurse which units have more high acuity residents and whether those residents have changes in condition. Supervisors can then use that information to re-direct staff where they're most needed. In many instances, currently nurses run reports and manually analyze data to spot changes. But leveraging technology, whether it's for help getting residents ready for the day, or extra monitoring during a night shift, gives supervisors complete and immediate information that allows quick decisions to balance staffing.

Once a charge nurse has balanced staff based on acuity, it's important to get more details on those residents to ensure proper care plans are in place. Technology can consolidate the needed information so the charge nurse gets the full picture fast—which leads to orders for labs, x-rays, or other tests being requested quickly. Compared to old methods of evaluating information from reports and verbally requesting orders, the time saved is substantial and helps residents get the care they need more quickly.

Another benefit of using technology to see complete details of a resident's care is that when the care plan is updated,

the full interdisciplinary team sees the updates. There is no need to update CNA sheets or other records—all the most up-to-date information is in one place, helping reduce miscommunication and confusion.

In summary, the charge nurse or supervisor can use technology to help allocate and assign staff, to see a comprehensive dashboard of detailed resident information, and use that consolidated data to quickly put care plans in place that can be monitored for compliance.



What's it like to implement technology that uses machine learning?

Many nurses and supervisors know that moving from paper records to electronic health records (EHRs) is a major effort, often requiring staff to learn completely new workflows.

But machine learning uses data that already exists in your EHR, so there's nothing additional to implement and no workflows to update. The algorithms simply take your existing data, consolidate it into dashboards, and present it in a more intuitive and easy-to-read way.

3

The director of nursing or other manager: Getting the big picture

Facility managers, including the director of nursing (DON) and other administrative leaders, need a broad perspective to efficiently run their organization. It's their responsibility to find ways to improve outcomes by paying attention to trends, compliance, and process improvements.

Technology gives them the insights they need to track trends and take action. For example, a DON can monitor unit acuity to help ensure staffing is adequate and specific beds are available so the facility can accept new admissions. The data can also guide the placement or movement of residents, as we saw frequently during the COVID pandemic.

Another way technology supports leaders is by gathering data into helpful reports used in monthly meetings. A clear dashboard showing statistics and trends helps the DON lead discussions with facility leaders and monitor hospital readmissions, infection rates, vaccination status, and other trends that need a facility-wide response. Based on dashboard data, a DON's reports may indicate that additional in-service training is needed to help staff understand new protocols or interventions that can lead to improved outcomes.

A robust technology tool lets leaders dive even deeper into data. They can choose to examine factors such as the time of day specific incidents occur, whether one provider is sending

residents to the hospital more frequently than others, a resident's length of stay, wound data, payers, diagnoses, or short- versus long-term residents.

But most importantly, when data helps leaders identify which actions are improving outcomes, those interventions can be adopted across the organization. This can begin a cycle of improved reimbursement, higher quality scores, and more referrals from providers.

Technology can also gather data to help leaders analyze reimbursement. From payment velocity and cash flow to evaluating payers across different facilities and even different states, these kinds of analysis provide insights that can help billing staff work more effectively to optimize reimbursement and cash flow, while also delivering information that can further improve outcomes.





Use today's technology to boost efficiency

Technology can help your entire organization run more efficiently. Machine learning that monitors and consolidates data and then delivers intuitive dashboards helps the entire organization run more efficiently by:

Helping ensure complete and timely documentation

Delivering proactive resident care

Identifying strengths and areas for improvement

Aiding compliance monitoring

Maximizing reimbursement and cash flow

Improving resident outcomes

Today's technology can help caregivers see both the details they need to improve care and the bigger picture that consolidated data can provide. Whether your organization is focused on delivering proactive care, improving compliance and quality scores, or increasing reimbursement and cash flow, the latest technology can free up your staff to do more with less. This gives them more time to focus on residents, which improves outcomes—and staff satisfaction.



Ready to put technology to work? Let us show you how machine learning can deliver the data you need in an intuitive dashboard so your entire organization can run more efficiently.

Visit matrixcare.com/clinicaladvancedinsights or call [1.866.469.3766](tel:1.866.469.3766).

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