

Addison County Home Health & Hospice

Complete, transparent data leads to stellar survey results

Challenges

As Addison County Home Health & Hospice strives to always be survey ready, they wanted an EHR that would prepare them for the often-cumbersome surveyor requests for paper patient data. They needed the right technology to simplify access to data and speed up the survey process.

Solutions

With the MatrixCare EHR, Addison County Home Health & Hospice gained a system that provides complete, transparent data in real time—giving surveyors everything they need to access the entire patient care journey. The result was zero deficiencies and a great survey experience for everyone involved.

Addison County Home Health & Hospice strives to always be survey ready and working in accordance with every regulation. So when they were due for their Medicare certification survey—which is conducted unannounced, every two to three years—they needed to reduce surveyor frustrations caused by time-consuming requests for paper charts, census, and reports.

“You can get a citation for the simplest things, such as failing to supervise an aide every two weeks, or failing to monitor one infection, and these can result in penalties,” said Deborah Wesley, RN, BN, MSN, MHA, and CEO of Addison County Home Health & Hospice. “With MatrixCare’s EHR, we were able to give them the reports they needed within five minutes.”

With the help of the completeness and transparency of all the requested data, Addison County’s most recent survey ended with a surprising result: zero deficiencies—a very uncommon outcome, according to Wesley.

An easy-to-use system with real-time data

This was Addison County's first survey since implementing MatrixCare's EHR, and they wanted to be ready when the surveyors showed up unannounced. "There's nothing worse than not having your data ready on hand," Wesley said. "When they say they want a specific report, they want access to those charts right away. They want to see data in real time."

Preparedness worked in their favor, as the EHR proved to be a simple way for surveyors to quickly find data and reports. "The surveyors got online with basically zero training or education," said Wesley. "The system was easy to use, and they had transparent access to our data in a timely fashion."

MatrixCare made that streamlined access possible. "As soon as the staff in the field were done with a visit, they were syncing their data, so the surveyors were truly looking at it in real time," Wesley said. "They were able to see everything that was going on: the med profile, care plans, and patient charts."

One surveyor noted that they saw data from onsite visits as soon as they were completed. "Our iPads are like an extension of our nurses' hands," said Wesley. "The nurse dictated her summary using voice-to-text while she was driving back, did a sync, and the information was there—which meant the surveyor could see all of that in real time."

The analytics function made it easy to gather and provide complete, up-to-date reports on census, infection management, fall rates, and more—all the way down to individual data. What's more, MatrixCare updates the system to not only meet, but also anticipate regulatory changes.

I don't spend time worrying about regulatory compliance, which means I can spend time helping my staff focus on their work.

Deborah Wesley, RN, BN, MSN, MHA, and CEO of Addison County Home Health & Hospice

A great EHR can lead to a great survey experience

Addison County takes a customer service approach when working with surveyors to ensure they have the data and reports they need to do their work. "I request a summation at the end of each day because I want to know what they need," said Wesley. "This was the first survey that I didn't get peppered with questions asking where to find reports and other information. At the end of the day, they said they had everything they needed."





On the final day of the survey during an exit interview at her request, Wesley discovered the ultimate benefit of having a system that provides transparent access to real-time data. “The surveyor told me it would be a short interview because they had no findings,” Wesley said. “It was a great experience.”

The benefits of zero deficiencies

It’s important to remember that this kind of survey result matters beyond avoiding penalties. “Being deficiency-free reflects a higher standard of care,” said Wesley. “It gives us confidence that we’re doing it right, and that’s important as we move toward value-based purchasing.”

In addition, it affects interactions with payors. “When we talk with insurance companies, we want to be deficiency-free. If we’re not, they’re going to come back and audit, which too often leads to denials of payment,” said Wesley. “Using our EHR makes sure we stay ahead of that curve by helping us meet standards of care for our patients

and achieving compliance. We don’t want to have to give money back for not doing something, or for failing to comply with a certain regulation.”

A valuable collaboration

“We have to be survey ready all the time,” Wesley said. “All of the data the surveyors looked at was one hundred percent inside MatrixCare. Our QA, our auditing, infection control reports, falls—everything was there.”

“The surveyors couldn’t believe how easy this was to use, and said this was one of the easiest surveys that they had been on, with the ability to get the data and the timeliness. And they were incredibly appreciative that everything was at their fingertips.”

Deborah Wesley, RN, BN, MSN, MHA, and CEO of Addison County Home Health & Hospice

In the end, Addison County was glad for the full access to data their new EHR provided. “We wanted the surveyors to see how coordinated our care was and how efficient the system was to support the patient,” said Wesley. “Having them work right in the system gave them transparency so they knew we weren’t hiding anything. They could literally go into any patient chart, all the way back to start of care. That transparency gave them confidence that they could see what they needed to see.”

MatrixCare is always looking ahead for ways to make things better and simpler and more efficient. “That constant anticipation of our needs, combined with the in-depth regulatory knowledge, gets systems in place ahead of time and helps keep us compliant,” said Wesley. “That combination is what led to the success of the survey.”



Results

Addison County Home Health & Hospice found an EHR that provides transparent access to real-time data, resulting in zero-deficiency survey results.

- Quick access to requested reports within minutes
- Real-time data to help reduce surveyor frustrations
- Less time spent on compliance, more time helping staff do their jobs

Call 866.469.3766 or visit [matrixcare.com](https://www.matrixcare.com) to learn more.

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