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Skilled Nursing

MyAnalytics

Real-time data supports Advanced Health Care's shift from guessing to forecasting.

With easy access to real-time data across multiple facilities and customized reports, Nathan Oxnam, COO at Advanced Health Care, says moving to MatrixCare MyAnalytics has been a game changer. From managing the shift to PDPM, helping manage staffing levels, to more accurate revenue forecasting, MyAnalytics informs major business decisions.

Challenges

- Compiling data from multiple facilities into one report was difficult and time consuming.
- Forecasting revenue was challenging without the ability to easily retrieve necessary data.
- Struggled with having unique data needs that were different from industry standards.

Solution

- MatrixCare MyAnalytics.

Results

- Access to multi-facility data all in one place.
- Forecasting data is updated daily to support business decisions.
- Retrieving data is quick, with the ability to create customized reports.

Nathan Oxnam has been "in the trenches" during his sixteen years with Advanced Health Care (AHC), helping open several facilities and serving as a regional administrator before becoming the COO in 2016.

"I'm always deep into data and analytics—more especially when having to deal with payment and reimbursement changes," says Oxnam, "I spend a lot of time forecasting, so I have to have good data." He's found that MatrixCare's MyAnalytics gives him the flexibility to gather relevant data, create customized reports, and share key findings with leaders to make informed decisions.

Our administrators and nursing teams use these metrics to help drive excellence.

Nathan Oxnam, *COO, Advanced Health Care*

Since its founding, AHC has shifted from what Oxnam calls the "traditional" long-term care space to a focus on short-term transitional care. Typically, "products that are meant for our industry don't align with the needs we have, so I often have to gather data to create my own reports."

He says, "MyAnalytics is a good option for me. I use it primarily to gather data and then create my own reports." Oxnam said he can gather data and paste it into spreadsheets that allow him to drill down differently than standard industry reports—and having those unique insights is a competitive advantage. "We push data from MyAnalytics into templates that we have created to monitor key metrics. Our administrators and nursing teams use these metrics to help drive excellence."

Simplified access to data

A key benefit of MyAnalytics is the ability to pull data for multiple facilities all at once. "Before this product, I would have to pull reports one facility at a time," Oxnam says. "It was tedious and time-consuming. Now I can pull a quick report and know everything in the report is current."

Oxnam notes that the switch to PDPM has led to an increased need for data. "Success in PDPM is really about capturing the full picture of the patient. It's complex, with multiple domains and clinical information being pulled from many different sources."

"For PDPM, we care about all the drivers of reimbursement. We want to make sure we're not missing any information about the patient that influences the daily rate," Oxnam says, "MyAnalytics helps our facilities capture a complete picture about each patient.

From "guessing" to forecasting

Having easier access to data has also improved his organization's revenue forecasting, Oxnam says. "The data was always there; it was just hard if not impossible to get," he explains. "In preparation for

The real time nature of the data is valuable across the organization from individual facilities to the corporate office.

Nathan Oxnam, *COO, Advanced Health Care*

PDPM we had to forecast based on small samples and extrapolation. For more than a year, through RCS, then PDPM, we were forecasting where we thought we would land."

"Now, it's great to know where we stand with everything, whether it's good or bad. We just want facts. Important decisions are based on this information. We love that the information updates daily. The real time nature of the data is valuable across the organization from individual facilities to the corporate office."

Data applied to patient care

Oxnam says the data from MyAnalytics can also help with staffing. "Each of our facilities have budgeted benchmarks for labor to ensure they

are taking excellent care of patients. In one of the facilities, data from MyAnalytics allowed the facility to recognize unusually high patient acuity. They were able to quickly adjust staffing to better meet the needs of those complex patients. It was one of those we things we didn't anticipate learning from the data—but ultimately benefited the patients and staff at the facility."

Company profile

Advanced Health Care was founded in 2001 on the belief that a facility exclusively designed and dedicated to providing short-term rehabilitative services would set new standards of excellence in the post-acute care industry. In the past eighteen years, AHC has opened twenty-three post-acute care facilities with more facilities in development or currently under construction. Teams work closely with the patient, family and physician to ensure the needs of each person are met. Under physician direction, licensed nursing professionals provide twenty-four-hour skilled care and other services including wound care, IV therapy, medication administration and more. The goal of AHC's specialized rehab program is to help patients attain their maximum potential and restore functional abilities and confidence needed for independent living.

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