

CASE STUDY



Skilled Nursing solution

MyData

MyData helped one SNF become a data driven organization with the power to do more for their seniors.

The National HealthCare Corporation (NHC) has been laser-focused on providing exceptional senior care since its founding almost 50 years ago, and has grown to 140 different care facilities, centers, and hospitals. To meet their mission to provide senior care in a better way, day by day, leadership made the decision to become a data driven organization.



Challenges

- Lack of standardization of reports and limited visibility into operational trends impacting financial performance.
- Limited IT resources to compile data from different sources.
- Care decisions being made with limited access to comprehensive clinical data.



Solution

- MatrixCare MyData & MyAnalytics solutions.
- Professional services, including Provenet (partner) for custom queries and reports.



Results

- Secure and easy access to query, analyze, and monitor data in near real-time.
- Ability to consolidate information from many sources into a single viewing pane.
- Reports now provide critical information needed to make good business decisions.
- Increase in operational efficiencies as well as improvements in care coordination.

Although NHC was using tools to access their data, their data resided in so many different systems, platforms, and locations that everyone was using different information to make decisions about care without having the full picture. This presented a big challenge for Director of IT, Allison Rainey, who oversees clinical solutions, and is the primary in-house IT resource for data compilation, queries, reports, and dashboards for stakeholders.

NHC's goal was to add a data management solution to the mix that could compile data from multiple sources. Once NHC implemented MyData, Rainey was able to seize control of the data and compile it into a single source of truth so everyone — leadership, clinicians, and residents— now works from the same playbook.

Company profile

Founded in 1971 by Dr. Carl Adams, National HealthCare Corporation (NHC) is headquartered in Murfreesboro, Tennessee, and currently operates 75 skilled nursing centers, 13 assisted living communities, a behavioral health hospital, five retirement communities, and 35 home care agencies focused on senior care.

MyData is an easy tool to use.

Allison Rainey, Director of IT, National HealthCare Corporation (NHC)

Easy to use

Rainey shared, "We got started with MyData earlier this year. The learning curve was not a hurdle. I was able to jump in day one and do a decent job on my own and without 20 years of experience. I just had to follow directions. I was already accessing our data using SQL Server. So once I was in MyData,

it was relatively easy. Really the hardest part was just figuring out where data elements were located. Once you know what your views are and how things are grouped, MyData is an easy tool to use.”

“The MatrixCare job aids gave me a place to start and aligned my thinking so I could go to the views without having to run through view after view to see what’s in each one.” She continued, “Now, I am able to write queries and create visualizations supporting those making decisions. Because I have been able to pull together actionable reports as a novice in the MyData database, this confirms for me that MyData is a really good product.”

Single view of data

NHC exports MatrixCare data from MyData and combines it with data from their many sources into a single database for analysis and reporting. These sources include: MyAnalytics, CMS data, ReferralConnect, third-party claims, legacy systems, global claims based data, company invoicing data, and more.

“With MyData, we log in and access our intellectual properties in MatrixCare source system tables and then write queries. We look at our data, every day,” explained Rainey. “Obviously, census data is extremely critical for us right now. Many of our dashboards are centered around census and COVID trending. We are also pulling and analyzing data around falls and analyzing other MatrixCare event reports. MyData is being leveraged to analyze and appropriately impact other critical care areas such as weight loss and hospital readmissions. We are pulling data from ReferralConnect and massaging that data into concise, actionable reports.”

MyData access allows a deep review of information to validate accuracy to the desired use case or to match with a MatrixCare report. As a best practice, users build a query in MyData and then match it through an existing report in MatrixCare or by reviewing residents and matching with results. “I do a lot of query reviews, looking at the data, pulling out whatever’s reasonable and



then crosschecking against the actual.” Rainey said, “As a clinician, I am able to access the actual MatrixCare Skilled Nursing solution as a caregiver. I know where the data is coming from in the record and what the reporting data should reflect. Cross referencing is frequent and necessary to ensure outputs we create are accurate and reflective of the clinical input. I trust but I verify.”

Rainey added, “We are trying to support our organization by publishing meaningful actionable reports from our data and training leaders throughout our organization on efficient, effective use of the tools. The goal is to support a highly effective healthcare organization with day to day operations and long-term goals, resulting in excellent outcomes. We want to continue compiling



our data intelligently to illustrate where we are performing well, where we have opportunity to improve, and connect critical information associated with each. We are building a culture that will leverage the data and reports we now have available to make data driven decisions.”

NHC currently compiles everything into SQL server database and is planning to move that main inhouse database to an Azure platform in the cloud as a next step.

MyData is critical to our mission, allowing us to analyze the information in MatrixCare Skilled Nursing.

Allison Rainey, Director of IT, National HealthCare Corporation (NHC)

“We don’t want leadership to have to go to MatrixCare for some reports, then login to MyAnalytics and other databases for other information.” Rainey said, “The goal with Power BI is to provide our leaders throughout our organization one place to access all key metrics, and allow them to efficiently drill into the data further as needed.”

Advanced reporting

“MyData gives us the ability to access the data that’s being entered by our end users and create meaningful reports and visualizations. MyData is critical to our mission, allowing us to analyze the information in MatrixCare Skilled Nursing.” Rainey explained, “It has given us the confidence to move our analytics goal forward, knowing we have the data to support high quality decisions that will continue to position NHC as the leader in senior care.”

“I would definitely recommend MyData to other organizations. Simply, you can build the reports that you need for effective analysis and decision making. While that may seem trite, MyData really gives you access to the meat of the information you need to provides reports, tools, and analysis for our leaders and clinicians to make good, solid decisions for the organization and for our seniors,” offered Rainey. “Accurate data and being able to support data driven decision making is critical to our success, and it is my primary focus,” concluded Rainey.

MatrixCare can help

MatrixCare MyData solution is not just for enterprise-level organizations, but for skilled nursing facilities of all sizes. It is a powerful add-on solution that can function as part of EHR or as a stand-alone tool. With MyData, you log in to your own tool to run queries on your intellectual properties within MatrixCare source tables so you can better understand and manage your business.

If you are interested in becoming a data driven organization, contact your MatrixCare account manager for more information.



Call 866.469.3766 to learn more, or visit matrixcare.com

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