

CASE STUDY



## Solace Pediatric Home Care.

When Darcie Peacock, BSW, MS, OTR/L, joined Solace Pediatric Home Healthcare in 2012 as an occupational therapist and social worker, the agency used technology but wasn't truly automated. Solace had made a substantial investment in an EHR, but ended up having to scrap the transition. The staff had returned to old methods of doing things manually, and leadership was hesitant to explore moving to an EHR again. But Peacock had a plan and quickly realized that MatrixCare needed to be part of it.



## Challenges

- Clinicians worked on bulky laptops and filled out documentation on templated Microsoft Word documents.
- Everything was tracked in one Excel file that was so large it crashed almost daily.



## Solution

- Solace chose MatrixCare because of its robust functionality and flexibility.
- MatrixCare's solution lets Solace adapt regular adult evaluations into pediatric templates that address specific pediatric questions.



## Results

- Solace saw its ACH accreditation deficiencies drop from 20 to only 12.
- Clinicians enjoy using the easy iPad app, and having top-notch support ensures any issues are quickly identified and resolved.

### Challenge

When Darcie arrived at Solace in 2012, clinicians worked on bulky laptops and filled out documentation on templated Microsoft Word documents. These documents were sent each week and manually added to folders on a drive for patient files. Everything, from timeliness of re-certification to medication orders, was tracked in one Excel file that was so large it crashed almost daily.

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*We needed a technology system we could lean on to manage processes and changing regulations.*

**Darcie Peacock**, Solace Pediatric Home Healthcare

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In addition to the frequently changing CMS regulations, pediatrics faces unique challenges because many regulations don't apply to the pediatric population. For example, new COPs require organizations to give community-specific information about the Center on Aging and Disability to every patient, even children.

"[We're] trying to meet regulations but also meet the needs of our patients," said Peacock. "We need layers of flexibility in the system in order to manipulate some of our processes and also walk the thin line of meeting pediatric regulations."

### Solution

After evaluating several solutions, Solace chose MatrixCare Home Health and Hospice because of its robust functionality and flexibility.

"We're not extremely nursing focused, but many of the systems are built around nursing, and

therapy is sort of supplemented,” said Peacock. “When we looked at MatrixCare, we felt it had a solid therapy platform so that our clinicians would not be frustrated trying to fit a round peg into a square hole.”

For instance, MatrixCare’s solution lets Solace adapt regular adult evaluations into pediatric templates that address specific pediatric questions. “This allows us to get rid of another manual process for our clinicians, so they can focus on treating the kiddos and not have to deal with added layers,” she said.

Another important aspect is that MatrixCare maintains everything an organization needs in one place. “With MatrixCare, our entire business lives in one system, from the clinical documentation to document tracking to the revenue cycle. And I think that is worth more than anything,” said Peacock.



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MatrixCare’s continuing innovation and reinvestment in the platform add even more value. For instance, a new eFax solution allows inbound and outbound faxing within the document management workflow, including verbal orders, plan of care, certification of terminal illness, discharge summaries, transfer summaries, and plan of care summaries. In addition, documents that require signatures can be faxed to the agency to become part of the patient record.

Peacock is looking forward to eliminating another manual process. As part of a beta test, Solace is streamlining the process to download some 15,000 documents each month and then match each document with the correct patient. When the test is complete, Peacock anticipates saving on labor and reallocating those resources to provide more care for the pediatric patients at Solace.

“When you lean on technology, you have greater accuracy, and you can also solve workforce issues,” she said. “The job market is extremely tight, and it doesn’t make sense to pay someone a high wage to essentially download documents eight hours a day.”

Peacock said Solace currently has three full-time LPNs who call for orders and med lists ahead of time so field clinicians don’t need to gather that information on their first visit. She plans to hire more LPNs and is confident MatrixCare can accommodate that growth.

“Last year we grew by 40%, and two years ago we grew by 60%. We’re constantly growing, which means we’re constantly hiring,” she said. “We’re able to be more strategic about our growth and lean on MatrixCare’s technology rather than trying to battle the job market when hiring and training new people.”

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**Darcie Peacock**, Solace Pediatric Home Healthcare

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**Results\***

After being on the MatrixCare solution for just over a year and growing from 15 to 60 clinicians in the same time period, Solace saw its ACH accreditation deficiencies drop from 20 to only 12. And after growing to more than 150 clinicians and 2,200 patients, Peacock said deficiencies dropped again, to only 11 during the 2018 survey.

“I know the reason we made such improvements despite massive growth was because all the processes to meet those regulations and requirements are built in to the MatrixCare system,” she said.

Peacock also said clinician satisfaction has increased since implementing the MatrixCare

solution. She said clinicians enjoy using the easy iPad app, and having top-notch support ensures any issues are quickly identified and resolved.

With new functions including the eFax solution, Peacock expects referring source satisfaction to increase as well, since referring physicians will no longer be frustrated by calls requesting orders or other documents that have already been sent back but are stuck in the fax queue.

“As any CEO knows, moving systems can be extremely painful, so it’s important to get on one that can grow and evolve with your organization,” said Peacock. “I’m confident MatrixCare will continue to do that for us.”

\*Results may vary based upon specific change in circumstances.

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