

CASE STUDY



Wesley Homes.

Having served generations of seniors and families in Seattle, Washington, Wesley Homes is known for its state-of-the-art continuing care retirement communities. And now, Wesley Homes is being recognized for in-home healthcare—with a highly regarded offering that's seen a 50% increase in the number of patients in just the last year.



Challenges

- Unable to provide point-of-care access and compliant documentation.
- Challenged by old technology such as bulky laptop screens.
- Struggled to address Medicare and other regulatory guidelines in a timely manner.
- Faced low clinician morale and could not maintain proper work-life balance.



Solution

- MatrixCare Home Health solution.



Results

- Reduced documentation processing by 71%.
- Cut the initial billing time, or days to RAP, by 56%.
- Lowered final claims processing by 50%.

Challenges

Melinda Moore is the Executive Director of the Home Health Group at Wesley Homes. With her own parents living in a continuing care retirement community, Melinda understands first-hand the importance of providing patients with a quality care experience. When it came time to seek out a new documentation platform for her team at Wesley Homes, Melinda looked for something that would provide a new level of patient care.

In our search for a better platform capable of meeting our unique care documentation requirements, we landed on the MatrixCare Home Health point-of-care solution.

Melinda Moore, Executive Director of the Home Health Group for Wesley Homes

Solution

Prior to January 2014, when Wesley Homes first made the switch to point-of-care documentation on a laptop, the home care providers would document patient visits on paper. "We really needed a flexible, compliance-driven point-of-care documentation solution to help our team of 20 clinicians and more than 50 private duty caregivers streamline their complex workflows in a way that improved our processes and overall patient care," Moore explains.

The laptop-based documentation solution did not end up meeting the needs or expectations of the Wesley Homes in-home care team, as the clinicians did not find it to be very user friendly. "In our

search for a better platform capable of meeting our unique care documentation requirements, we landed on the MatrixCare Home Health point-of-care solution,” says Moore, who was the Director of Clinical Services for Home Health before heading up the in-home healthcare team.

Instead of using laptops with their sizable screens, MatrixCare’s solution uses an app, encouraging patient engagement throughout the documentation process. “It’s essential that we have a reliable, offline-capable solution, since we cover a large geographic area and a lot of our patients don’t have internet access,” Moore notes. “MatrixCare provides the ability for a clinician to securely sync up with a patient’s records prior to a home visit, document offline at the point-of-care, and then sync up again throughout a busy day of in-home visits. MatrixCare is a real game-changer for our program.”



Our billing and coding teams can securely access the information they need to process the financials and patient care codes at the backbone of our operation.

Melinda Moore, *Executive Director of the Home Health Group for Wesley Homes*

The intuitive nature of the solution is also opening doors for new growth, new opportunities, and new recruits at Wesley Homes, where the Medicare home health patient census has grown from 100 patients to over 150 in just one year. In fact, total monthly patients served between both the Medicare home health agency and the home care program grew from 300 in January 2015 to 450 in September 2015. “The iPad is a cool device and, when coupled with the MatrixCare solution, it’s a huge hit with our clinicians, beginning with recruitment,” explains Moore, who has found that clinicians have more work-life balance with the new documentation technology at their fingertips. “Our clinicians find it extremely easy to navigate in and out of patient charts and notes as they document their in-home visits. They’re no longer pressured to document during their free time. And recruits find the technology to be a powerful plus to joining our team.”

Even those clinicians who are unfamiliar with MatrixCare have quickly adapted to the user-friendly technology. “When we first introduced the MatrixCare solution, one of our best caregivers held up the iPad and looked at me with tears in her eyes and said, ‘I’m not tech savvy. I don’t know

technology. I can't do this," Moore recalls. "But in a matter of a few days, she was documenting 100% of her visits on the iPad. Now that same clinician is training our new caregivers on the MatrixCare iPad app," Moore says proudly, noting that 99% of her home care staff use the point-of-care solution.

Using MatrixCare has helped us drop at least three weeks from our final claims process.

Melinda Moore, Executive Director of the Home Health Group for Wesley Homes

Results*

Since deploying MatrixCare, Wesley Homes reports a 71% drop in overall documentation processing—from the time it takes for a clinician to record the start-of-care visit, a plan of care, an all the orders, and complete coding reviews. Now it requires just a day or two. Initial billing, also known as the Request for Anticipated Payment (RAP), was also dramatically cut by 56% from an average of 16 days to a week or less, while days to final claim was reduced by three weeks or 50%.

"We're now able to turn around claims in a fraction of the time because our clinicians can sync up throughout the day, complete their plan of care, update any medication changes, and get it to the physician for a timely signature," Moore explains.

"Using MatrixCare has helped us drop at least three weeks from our final claims process."

And because the MatrixCare system has built-in checks and balances with enforced authorizations, Wesley Homes has virtually eliminated Medicare reimbursement denials. That's critical for a relatively small shop where five full-time employees (FTEs) all wear multiple hats. They can now rely on the workflow efficiencies they've gained from MatrixCare to comfortably manage the organization's growing census volume.

In fact, the organization commissioned an external audit of clinical records eight months into the MatrixCare deployment. Findings included excellent compliance of visits to orders and documentation to care plan. Reviewers also found that discipline-specific clinical documentation is complete, thorough, and ready for ICD-10 requirements.

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

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