

CASE STUDY



Medication import and reconciliation tool saves time and boosts clinician satisfaction

Founded as a non-profit hospice provider more than 35 years ago, Covenant Care has grown and added care settings including home health, palliative care, private duty, and assisted living in Florida and parts of Alabama. And while that growth has helped them deliver more care to more patients, it has brought challenges, as well.

“As we acquired different agencies, we also acquired their EHR technology,” said Kristen McGehee, LCSW, Covenant Care’s Chief Operating Officer. “The systems we were on couldn’t support all of our care settings, so we began a search for a new EHR.”



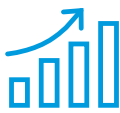
Challenges

- Lengthy admission process took time away from patients
- Medication reconciliation required time-consuming manual data entry
- Multiple legacy systems in place as new agencies were acquired led to confusion



Solution

- MatrixCare medication import and reconciliation tool



Results

- More efficient use of clinician time during intake
- Consistent use of tool across care teams
- Reduced administrative burden
- Gives caregivers more time at bedside and increased staff satisfaction

After selecting MatrixCare's EHR in 2019, they began moving all care settings to the new system, completing implementation in 2020. "It's been very good to have us all on one system that can grow with us," said McGehee. "It has eased many reporting burdens, and we gained several integrations that we didn't have before, such as medication imports."

The medication import and reconciliation tool gives providers real-time access to medication histories at the point of care. And it's easy to use:

1. A provider requests medication information within a patient's EHR.
2. Advanced algorithms find the patient and then request data from pharmacies and PBMs across the nation.
3. The data is organized in an industry-standard file and returned to the patient's provider in a clear, easy-to-read format.

"This feature has created quite a bit of efficiency for our clinicians. Having that medication information for a nurse to reconcile instead of hand-keying the information is a huge time saver."

Kristen McGehee, Chief Operating Officer
Covenant Care

Having this crucial information means that providers can prescribe the right therapies and limit the risk of adverse reactions, resulting in better treatments and better health outcomes.

McGehee said the medication import and reconciliation tool has been adopted across the entire organization. “The clinicians in both hospice and home health use the tool. Our palliative care nurse practitioners also found the import feature useful. It’s an added benefit to our providers and clinicians.”

She offered some advice for other agencies considering implementing medication import and reconciliation. “Implementing the medication import feature is a win for everybody,” she said.

“An EHR should make clinicians’ work easier and give them more time for direct patient care,” McGehee said. “The medication import tool takes us that next step so we can say, ‘You don’t have to waste your time re-entering medications. The technology can work for you, so you can spend more time at the bedside.’”

Key advantages of medication import

- ☑ Access a massive, nation-wide prescription database
- ☑ Quickly see complete and accurate medication data
- ☑ Obtain medication histories for patients across multiple care locations
- ☑ Spend more time caring for patients rather than completing administrative tasks
- ☑ Reduce the risk of medication errors, adverse drug events, and hospital readmissions
- ☑ Identify controlled substance abuse quickly
- ☑ Ensure compliance with the National Council for Prescription Drug Programs (NCPDP) SCRIPT standards

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