



CUSTOMER INSIGHTS

The MatrixCare advantage

MatrixCare[®]
by *ResMed*

Thousands of facility- and home-based care organizations rely on MatrixCare to help them improve efficiency and deliver exceptional care. From implementation and onboarding to groundbreaking new features that use the power of machine learning, our industry-leading software gives you the tools, training and support you need to empower your residents to live well.

Whether they've needed to change or update their EHRs, explore how technology can help streamline processes, or learn how to get the data they need to better manage their businesses, our customers rely on our solutions to help them every day. Here are some stories about how MatrixCare has made a difference for their staff and those they care for.



Streamlining onboarding and implementation

Choosing and implementing a new EHR system is an important decision. That's why MatrixCare makes sure you get the implementation planning, training, and support services you need to get the most from your technology.

The gentleman we meet with for our training has been really open to our questions. When we get on a call, he makes sure all the right people are there, so we are training the right people to build the right things. He's interested in learning what we're struggling with, and if we don't understand something, he schedules extra time to talk through those questions.

Samantha Koehler, nurse manager, Winona Senior Services/Lake Winona Manor

We had to import a lot of data. But we had the team there to work with us every step of the way. Project managers, on-site and virtual trainers for our staff gave us a lot of help and information and helped us through, taking it one day at a time. And they were there after we got everything set up to get us up and running as well.

Rick Ware, senior IT director, Friendship Village Corporation

When you're implementing a new system to someone who hasn't seen the demo, they have no clue what to expect. Having tools and videos is great for training. And MatrixCare's Customer Community is also really well put together and well monitored. It's been very helpful.

Taci Damstedt, controller, White Horse Village



By implementing with education and training and focusing on the positives, we were able to make it a more successful changeover from the old system, and I think that definitely helped us to be successful in the long run.

Tarrah Lowry, president and CEO, Sangre de Cristo Hospice and Palliative Care

Meeting challenges with technology

The out-of-hospital care industry has experienced unprecedented change in the last few years. The new environment, which includes the shift to value-based care, supply chain issues, staffing shortages, and the unparalleled challenges of the pandemic, has spurred providers to look for new ways to cope. For many, technology is a key part of the solution.

The last couple of years have really changed the face of home healthcare. As we get busier and busier—not always more census, but sicker patients who require more services—we need to leverage our technology and MatrixCare has walked with us as a partner through all of this. We had to turn on a dime, coordinate all of our team without ever being near each other, and deliver that care.

Deborah Wesley, RN, BN, MSN, MHA, CEO, Addison County Home Health and Hospice

Finding nurses is very hard, because even though there are multiple nursing programs in town, we struggle because most of the time, the nurses go back to their hometown to work. We're trying to be creative with our schedule, trying to be flexible, looking for ways to make things more equal. I think technology helps give more time back to the staff by taking over some of the duties they are doing manually.

Amanda Ciszak, director of nursing, Winona Senior Services/Lake Winona Manor

Across the industry, there is a plethora of referrals, but not enough providers to meet the needs. That's a challenge I don't see ending soon. I think there will be several different avenues to tackle the problem. But ultimately, technology and being able to use your field staff more efficiently to create streamlined, smooth processes is a huge piece of that puzzle.

Darcie Peacock, BSW, MS, OTR/L, CEO, Solace
Pediatric Home Healthcare



Focusing on quality of care

Caregivers generally don't choose a career in out-of-hospital care because they enjoy charting and documentation. They work with these vulnerable and fragile people because they want to make a difference and deliver high quality care. Using technology to reduce administrative tasks helps free up time so caregivers can focus on the part of their job that is most satisfying: individual interactions with those they care for.

I like long term care because of the quality piece of it. I like making the connection and helping staff make the connection. I think technology will make it more obvious why we do the work we do. There's more buy-in when they know why what they're doing is important.

Amanda Ciszak, director of nursing, Winona Senior Services/Lake Winona Manor

Since MatrixCare is easy to use, once nurses finish dispensing medication, they can come back to the desk, do their charting, and then go back to have quality time with the resident and the family members, which helps provide quality care.

Annie Jacob, director of nursing, The Buckingham

By understanding the fundamental needs of the clinicians, MatrixCare manages to make the software efficient, to minimize double documentation, to minimize how many clicks it takes to do something, to make sure the clinician in the field has all the pieces of information they need to be able to deliver quality patient care so they're efficient and effective.

Janell Solomon, director of compliance, Sangre de Cristo Community Care



When I go into facilities, the residents enjoy that moment when you literally speak with them. One resident said, "Thank you for talking with me. Many people talk at us. They don't talk with us." Having technology that can free up 10 minutes gives us the ability to go face-to-face.

Joy Herring, vice president of Clinical Analytics, Orange Park Nursing, LLC

Ongoing customer support

The work you do is vital for the health and safety of your residents. That means you need immediate help any time you have a question about your EHR. MatrixCare offers several options to make sure you have access to the expertise you need, so you can deliver exceptional care.

We wanted a system that had support even after we got it up and running. We didn't want to be sold something and then forgotten about. We wanted to continually have support available, and with MatrixCare, we do.

Rick Ware, senior IT director, Friendship Village Corporation

When we have a problem, we can always talk to someone, and we always get results. They may not know the solution at the time, but they are always quick to get back to us and say, "This is what we need to do and it'll be fixed." The responsiveness has always been fantastic.

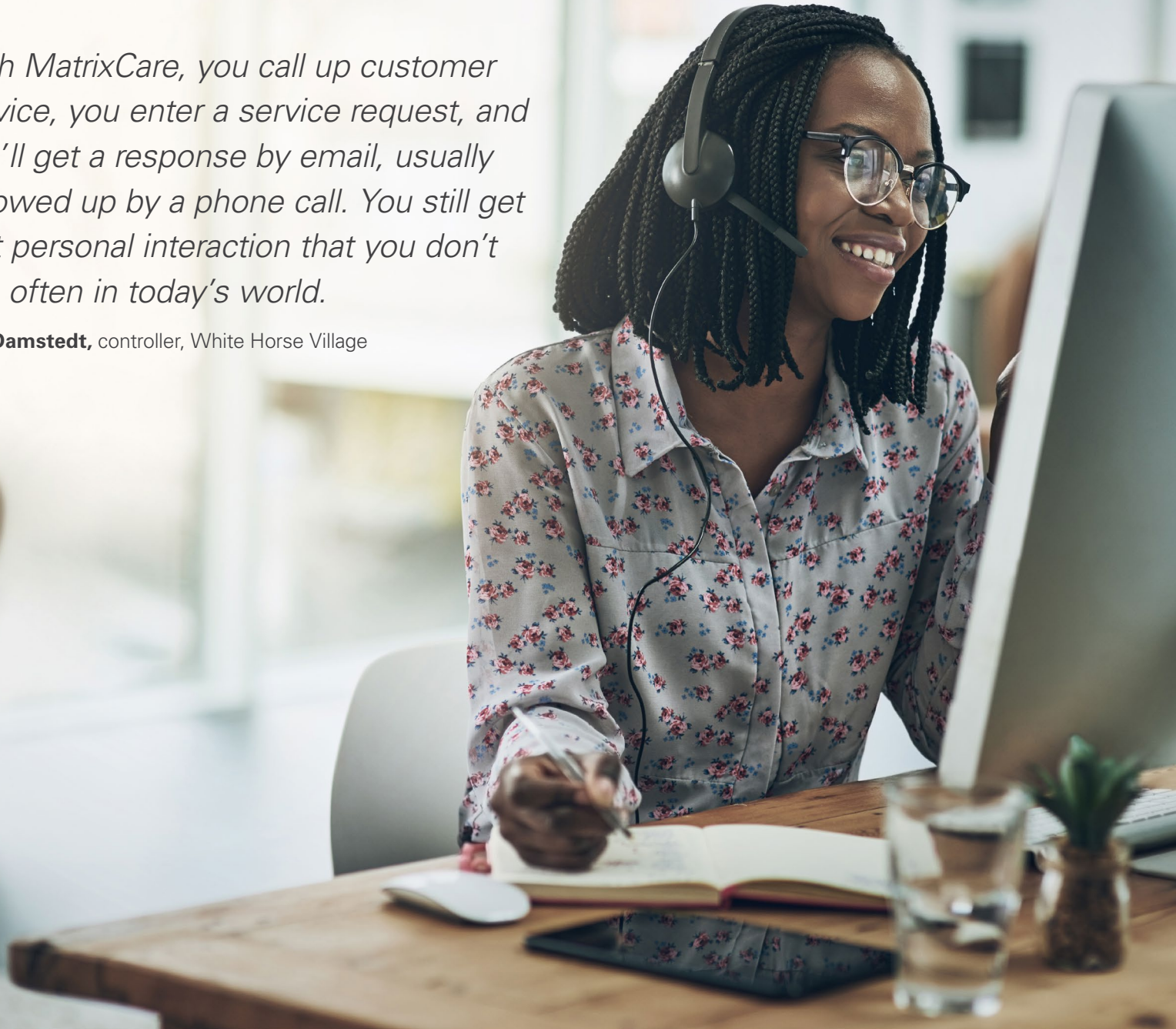
Jane Forth, senior director of Clinical Services, Bridgemark Healthcare, LLC

I've worked with a lot of companies over the years, and MatrixCare has one of the best customer service departments. You can call or email, and get someone right away, or within an hour or so, who is very helpful. A lot of times it's the same person, so they get to know us and they know exactly what to look for and who to talk to. That's been very helpful.

Cynthia Smith, payroll controller, Uplands Village

With MatrixCare, you call up customer service, you enter a service request, and you'll get a response by email, usually followed up by a phone call. You still get that personal interaction that you don't see often in today's world.

Taci Damstedt, controller, White Horse Village





Making the most of interoperability

Interoperability is more than just data exchange. It's sharing insights between health systems and out-of-hospital providers, leading to a better clinical understanding of residents as they move between care settings. Patient-centric interoperability is built-in to our connected health platform, which helps your caregivers improve care and strengthens referral relationships.

Interoperability is very important in the home health industry, because you really need the full picture of a patient so you can provide the best care possible. Without interoperable systems, it's more difficult. MatrixCare provides the tools that make it easy for us to connect with referral partners with features like direct secure messaging and electronic referrals. MatrixCare is really paving the way for interoperability and making it easy for other referral partners to connect with us. MatrixCare is ahead of the game.

Jose Jaquez, VP of IT, Solace Pediatric Home Healthcare

As we work toward interoperability, we're directly seeing how it helps our staff, helps our other community partners. I think it's really important to be able to talk to a doctor who says, "We don't want to mess with sending you paper referrals anymore." We have a solution. Getting electronic referrals makes it easier on their staff and easier on our staff.

Janell Solomon, director of compliance, Sange de Cristo Community Care

Keeping up with billing and regulatory requirements

When it comes to staying up to date on financial and regulatory requirements, MatrixCare has you covered. Our software helps keep you in compliance when regulations go into effect to save you time and prepare you for changes. Our updates are based on more than 30 years of industry experience as well as many industry association relationships and regular input from providers.

I love the fact that MatrixCare focuses on regulatory and compliance requirements every day. When something new comes out, not only does MatrixCare make sure we're seeing the messages, they also send us emails, they give us hot sheets and all sorts of different tools. Then they go the next step by explaining what the software has to do to ensure you have all the pieces in place to prove you're meeting the regulatory requirements.

Janelle Solomon, director of compliance, Sangre de Cristo Community Care

MatrixCare has been very proactive in helping us with billing compliance. I get almost weekly emails about different updates that I forward to our billing team to make sure they're in compliance. And when we do call them, they not only address the issue that we need answers on, they also drill down into the details. They help us make sure everything is exactly where it needs to be.

Cynthia Smith, payroll coordinator, Uplands Village

MatrixCare has really helped us make sure we have everything in place. It fills in information where it's supposed to fill in, and it creates reports that are easy for us to quickly review and make sure we have everything that we need to submit the report or the claim or for billing purposes. It has tools built-in to the software that help you catch any errors in how you entered the information.

Taci Damstedt, controller, White Horse Village

A woman with brown hair pulled back, wearing purple-rimmed glasses and light blue scrubs, is smiling warmly at the camera. She is positioned on the right side of the frame. The background is a blurred indoor setting with a window and a metal railing. A dark blue semi-transparent box covers the left side of the image, containing white text.

What I love about having support on the back end of the business is things like compliance. There are processes and checks and balances within it to make sure we're meeting all the regulations. That lets us really focus on our patients to provide an exceptional experience for them, and to give our clinicians the support they need.

Darcie Peacock, BSW, MS, OTR/L, CEO, Solace Pediatric Home Healthcare

A photograph of two women in professional attire. The woman on the left has brown hair and is wearing glasses and a light blue shirt. The woman on the right has blonde hair and is wearing a grey blazer over a pink top. They are both looking at a tablet held by the woman on the right. The background is a bright, slightly blurred indoor setting.

Analytics have been a driver for our team—from initial referral to final claim. It's allowed the entire group to come to the table and see where they've impacted that data and how they can be excited to make change.

Deborah Wesley, RN, BN, MSN, MHA, CEO, Addison County Home Health and Hospice

Finding value in your data and analytics

Out-of-hospital providers increasingly rely on data to spot trends and identify issues that need improvement. MatrixCare makes your data easy to access and understand, so you can take action more quickly.

I work with analytics and informatics. With MatrixCare, I can see everything for each facility in one snapshot at a very high level. I love the reports that give you the substance you're looking for. And you have the option to say "No, I only have time to see a summary," or "At this facility, I really need to drill down." Or you can have more detailed, resident-specific data to look at.

Joy Herring, vice president of Clinical Analytics, Orange Park Nursing, LLC

We just transitioned our last five buildings from PCC to MatrixCare, because we see better results with MatrixCare. Our billing staff says that pulling the reports and looking at everything as an organization lets them make better decisions on which collections and billing processes need to be worked on.

Jane Forth, senior director of Clinical Services, Bridgemark Healthcare, LLC

I love MyAnalytics. It shows the clinical as well as the financial data. I found out our wound specialist was pulling information from several different reports and putting them into an Excel spreadsheet. I said, "If you look at the clinical piece of MyAnalytics, a lot of the information you're using for your reporting is already there." She had no idea. I love having the graphs and charts all on a dashboard that I can manipulate and send out. It's my favorite part.

Taci Damstedt, controller, White Horse Village

Streamlining financial reports

To successfully run your business, it's imperative to manage expenses and maximize reimbursement. MatrixCare gives you tools that provide visibility into your financials so you can share reports and insights that can lead to effective decision making.

The financial reporting tools have been a game changer. To be able to look at an account and drill all the way down to an invoice or go to a general ledger account and see where these numbers came from has been very helpful. When I think about all the HHS reporting we had to do for COVID, to be able to pull certain areas—for example, our assisted living didn't need to be included, but our skilled nursing did—being able to sort and maneuver through all that and instantaneously get reports was completely helpful.

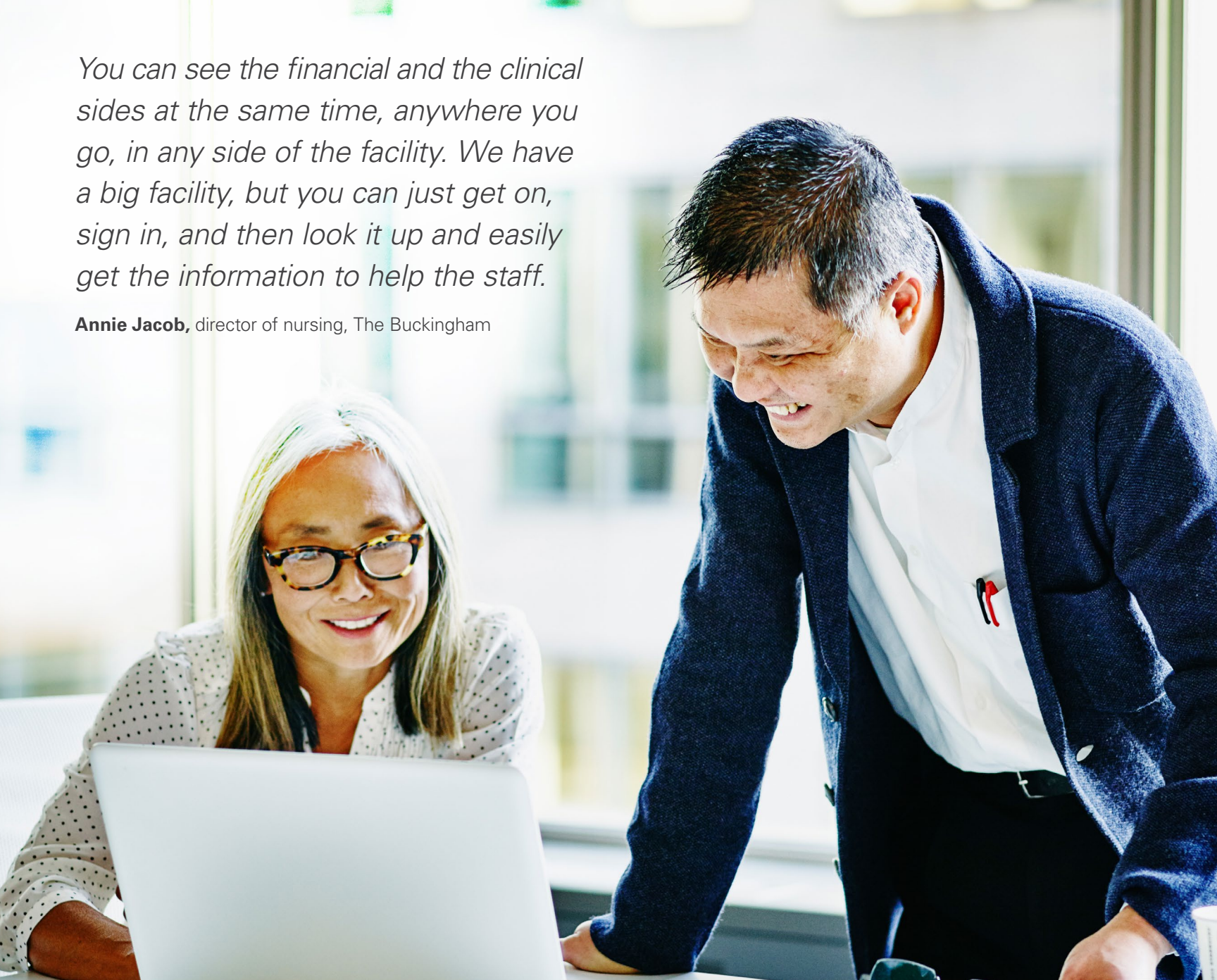
Cynthia Smith, payroll controller, Uplands Village

MatrixCare has a lot of standard reports that I use all the time. My favorite is the historical report where I can compare financial information from the current fiscal year to the previous year. I use that every month to quickly make sure I'm not missing anything before I close the month. My staff had never used the standard reports before. They'd create custom reports and then export the information into Excel. And I said "MatrixCare has standard reports. Have we looked at using these?" It saved us so much time. It was really a lightbulb moment to show them this cool tool they hadn't known about. It wasn't even customized. It's just standard reporting.

Taci Damstedt, controller, White Horse Village

You can see the financial and the clinical sides at the same time, anywhere you go, in any side of the facility. We have a big facility, but you can just get on, sign in, and then look it up and easily get the information to help the staff.

Annie Jacob, director of nursing, The Buckingham



Solutions for every aspect of your organization

As an EHR provider that delivers innovative solutions for the entire care continuum, we're dedicated to helping you improve operational efficiencies and provide exceptional care by offering solutions for your clinical, financial and operational needs. And once you're using our software, we offer training options you can customize to meet your unique needs to make sure you continue to get the most from your investment.

I love the fact that MatrixCare focuses on the whole business, not just on one piece. They make sure their system aligns all the different departments, all the needs of everyone within the agency. And that's not just clinical staff—that's back-end and billing and all those other staff members, by understanding our needs as an agency.

Janell Solomon, director of compliance, Sangre de Cristo Community Care

I see safety being a really big piece of this. We're able to come in and see significant changes instead of reading through pages and pages and then determining what's important. Completing our assessments and different documentation means less time sitting behind the computer so we can spend more time with residents.

Samantha Koehler, nurse manager, Winona Senior Services/Lake Winona Manor





Our community includes independent living, assisted living, memory care and skilled nursing, and we use MatrixCare all over. So anywhere you go, you can sign in and see the details of the residents and the care.

Annie Jacob, director of nursing, The Buckingham

Put MatrixCare to work for you

For 30 years, we've helped out-of-hospital providers achieve better outcomes. As the industry continues to change, that expertise matters even more. We're committed, as always, to supporting providers and promoting a better quality of life for the people you serve.

MatrixCare has everything under one umbrella. And the transition from one platform to another is seamless. You hardly have to think about the steps and the process and the importing and exporting. It does it for you. I hadn't seen that with other systems I've used before that were more difficult and information didn't transfer well. MatrixCare has been a lot easier for me.

Taci Damstedt, controller, White Horse Village

My staff loves MatrixCare. They feel like it really improves their efficiency and allows them to have work-life balance. When we celebrated our one year anniversary of adding home health staff to our agency, the comments from those new staff members were overwhelming: "I never had work life balance. I would go home and chart for hours." We showed them how to truly use the logic that's built into MatrixCare to make them effective. We didn't just tell them it was going to make them more efficient; we were able to prove it to them. And they realized, "Wow, Sangre kept their promise that we were going to improve work-life balance by using the software differently.

Janell Solomon, director of compliance, Sangre de Cristo Community Care

Find out how MatrixCare's innovative technology solutions can help your organization streamline workflows, efficiently track business metrics, reduce administrative burdens, improve employee satisfaction, and ultimately, help you deliver the best patient care.

Request a consultation today.



For more information or to request a demo,
please visit matrixcare.com/demo-request/
or call us at **(866) 469-3766**.