



CASE STUDY SNAPSHOT

## Clinical Advanced Insights

Real-time information quickly flags significant resident changes

**Stonehill Communities** in Dubuque, Iowa implemented MatrixCare's Clinical Advanced Insights (CAI) platform so they could proactively focus on at-risk residents. We spoke with Matthew Jahn, BSN, RN, director of Health Services, to get his feedback on how this new tool is changing the way they deliver care.

### What has been your experience using CAI?

Our care team uses the tool to quickly identify resident changes in real time. Historically, we had to visit each station and ask questions about specific residents to see how they were doing and if there were any changes.

But with CAI, we have current information right at our fingertips, as it's being retrieved from staff. The dashboard is really helpful to see if there are significant changes with diet, eating, mobility, activities of daily living, etc.

### How do the change in condition alerts impact the way you deliver care?

It helps us reach out to the stakeholders who are part of the resident's care team, including the primary care provider. It also helps us keep families informed of any change with the resident—even if it's subtle—because the more communication, the better, especially when we're talking about things like advanced care planning.

For example, when we have residents who are full code status, having data related to their diagnoses and the small changes we're seeing helps support a conversation about care planning decisions with their families and physicians.



*“I think this new tool is excellent. I would highly recommend it to anyone who is considering adding this to their community. It’s very well done and very useful.”*

**Matthew Jahn**, Director of Health Services  
Stonehill Communities

### What’s your care team’s feedback on CAI?

Our care team loves it. It’s hard to remember what it was like before. We’d often write multiple reports and capture information in several different places. CAI really does the job of summarizing all the information that’s important to providing care.

### What was the implementation experience like?

It went really well. The MatrixCare team was very supportive, very informative, and very easy to work with. They provided great education for our team and walked us through functionality and how to adjust settings.

And because we had such great initial training, we were able to start using it right away. Once the features were turned on, our care team dove in and started using it to support our residents better.

### Can you give us a snapshot of how you use CAI in your organization?

Every day, we have a stand-up meeting with our care team—social workers, nurse managers, MDS coordinators, myself, our administrator, and our admissions nurse. We review the information in the system to identify the residents who have had a significant change—it’s very easy to pull that list and review them more closely.

That helps spark more conversations with the clinical teams about where the residents are located, and whether the changes we’re seeing are significant enough to notify other individuals about, or whether we’re seeing an improvement. It helps drive those conversations.

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