

CASE STUDY



Skilled Nursing solution

Senior Living Properties | Third Eye Telehealth

Third Eye Health drives significant reduction in hospitalization for falls.

When Senior Living Properties (SLP) first began using Third Eye Health in September 2019, little did they know how crucial the telehealth platform would soon become.

CASE STUDY



Challenges

- Providing residents needed care while reducing risk of exposure to COVID-19
- Relieving the burden on physicians and nursing staff during overnight shifts
- Ensuring security of patient data during virtual appointments



Solution

- Third Eye Health



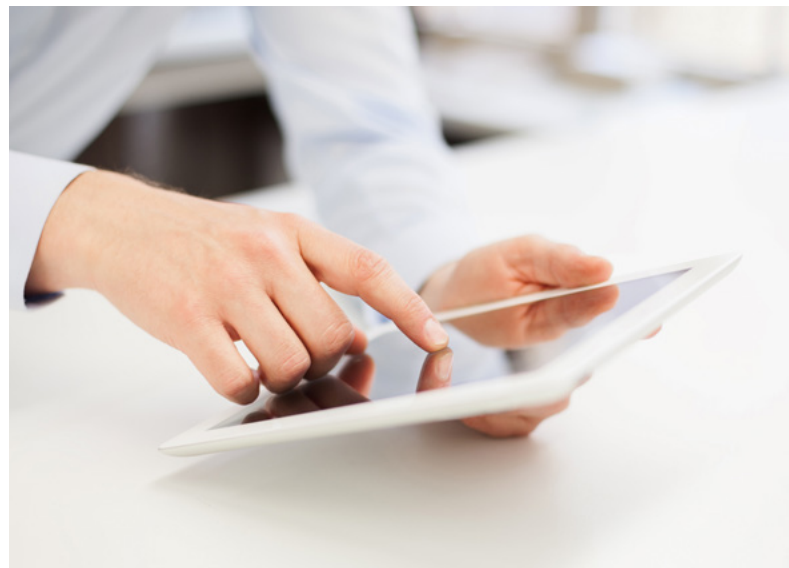
Results

- SLP centers with high Third Eye usage reduced rehospitalization rates by 50% in some instances.
- Fewer residents who fell after hours were sent to hospitals.
- Physician acceptance of Third Eye increased with training and use.

Third Eye Health is a simple, powerful telehealth platform that lets physicians quickly provide medical care in a post-acute setting. Nurses virtually connect residents who need immediate attention with Third Eye physicians so they can receive the medical attention they need, any time, day or night.

Initially, SLP partnered with Third Eye because of the benefits it offered staff and residents, and also because Texas, where its headquarters and most of its care centers are located, provided extra funding to implement telehealth. But they soon found that online access to care is an important tool for reducing the spread of COVID among residents, while also helping reduce hospital readmissions, and enabling the SNF to provide higher acuity care.

Almost all of SLP's centers in Texas use ThirdEye, said David Bolkovac, RN and SLP's chief clinical officer. When he compared the rehospitalization data between facilities, he found that those with high usage of Third Eye Health reduced rehospitalizations in general. In the case of falls, those facilities saw a 50% reduction in residents sent to the hospital when Third Eye Health was used to consult with physicians during coverage hours (7 p.m. to 7 a.m.).



When SLP decided to partner with Third Eye Health, its leaders did encounter some hesitation from physicians. “We asked them to try it for three months,” explained Bolkovac. “The key was getting Third Eye in front of the physicians, one-on-one, to assure them of who they are, what they will do, and what they won’t do. They’re careful not to step on physicians’ toes, but Third Eye can take pressure off them,” he said.

For doctors who have been hesitant, we present data of results from successful usage at other centers. Using Third Eye helps with our medical director’s obligation to help our organization improve quality, in addition to caring for our residents.

Cassie Mistretta, CEO of Senior Living Properties

Physicians can customize protocols

One key benefit is that Third Eye can take each physician’s specific protocols and load them into the MatrixCare EHR. When a provider contacts Third Eye on behalf of a resident, the related protocols pop up on screen. In addition, an ADT interface from MatrixCare to Third Eye populates data, which saves staff time and eliminates manual data entry. And because information flows in both directions, Third Eye case managers can pull MatrixCare information if needed, and all notes and documentation are fully integrated into the resident’s health record.

SLP has set up a process for Third Eye to partner with their staff to monitor high risk residents, even during overnight shifts. “Our staff sends a daily watch list of high acuity patients or new admissions so Third Eye physicians can closely monitor them overnight,” Bolkovac said. “But even if a facility doesn’t have the process set up, Third Eye can proactively pull alerts from the facility’s



activity report. If a resident had a decline during the evening, Third Eye can log on, look at patient vitals, orders, and so on to find out if anything else is going on with the patient.”

Virtual access control protects patient data

It’s important to note that the telehealth functions provided by Third Eye are significantly different than simply using a consumer level video application, such as Zoom or WebEx. Third Eye provides virtual access control by restricting users to those who are authorized to have access to

a facility’s resident data. It also supports HIPAA and SOC-2 compliance, and tracks virtual visits so facilities can be reimbursed for telehealth visits.

“Third Eye does a great job of providing physician services, using a simple approach with tablets,” said Bolkovac. By offering a telehealth platform that integrates with MatrixCare’s EHR, it offers seamless sharing of information, ease of use for SLP’s staff, and expert back-up for physicians and staff who have been working tirelessly to care for residents since the beginning of the pandemic.



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Case study based on client’s own data and sources. Results may vary based upon particular circumstances.

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