

Transformed patient care through seamless coordination



CHALLENGES

Transitioning and coordinating care with long-term post-acute care partners was a challenge for National Healthcare Corporation (NHC). They needed to streamline workflows and abandon manual methods of communication to expand in this new era of care.

National Healthcare Corporation (NHC) is a healthcare services provider specializing in long-term health care and senior care services, including skilled nursing facilities, assisted living centers, independent living centers, and home care programs. While they aim to provide high-quality care for patients and residents across various stages of post-acute healthcare needs, they faced challenges with communication and coordination — particularly within hospice and long-term care settings.

NHC needed innovative solutions to enhance communication strategies, improve care coordination, address the complexities of changing reimbursement models, and navigate a strained labor market.

SOLUTION

With MatrixCare, NHC found the seamless coordination they were looking for to enhance patient care. It allowed them to reduce manual touchpoints, improve data sharing and ultimately strengthen communication for stakeholders, providers and family members.

Transitioning care from the hospital

Like many post-acute care organizations, NHC was not immune to the challenges of hospital discharge, particularly tracking medication and treatment from acute care to SNFs, hospice or care in the home. With MatrixCare, they gained a solution that streamlined this data for easier documentation, more accuracy and less administrative burden.

“One thing our EHR has allowed us to do is to look at remote order entry and medication reconciliation,” said Brooke Vanderpool, Assistant Vice President of Patient Services for National Healthcare Corporation. “We’re removing that burden at the time of admission from the nurse and allowing the nurse to devote more time to that warm welcome at admission.”

Streamlining workflows for patient identification

One significant opportunity NHC has discovered with MatrixCare is earlier identification of hospice or palliative care patients. “On admission, having those care plan meetings so that we understand the wants and desires of patients and their representatives,” said Vanderpool, “those things are so, so crucial.”

This streamlined approach to admissions embedded directly into NHC’s existing workflows and processes, avoiding new technology for staff to learn and making it easy to identify patients earlier. “We can reference documentation, know how to prepare for calling a physician or provider, and pull up the patient’s wishes, which really aids in that process,” said Vanderpool.

Replacing manual methods with a value-based approach

Value-based care is here to stay and will only continue to grow. The payment received for services provided will be linked to quality, and as more items are added to those services, organizations will need to meet rising expectations. For NHC, MatrixCare has helped them gain a competitive edge in an increasingly competitive market.

“We’re charged, as healthcare stewards, to do better and lower costs, but yet still get better outcomes,” said Vanderpool. “There’s a lot of opportunity there and a lot of potential with interoperability. The more we can make communication and the care of our patient as seamless as possible, the easier it will be to achieve higher patient satisfaction, improved outcomes and reduced cost.”



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Brooke Vanderpool, Assistant Vice President of Patient Services at National Healthcare Corporation

RESULTS

In the end, NHC implemented an innovative solution that enhanced communication, coordination, and patient care.

- > Reduced manual touchpoints
- > Improved data sharing
- > Strengthened communication

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