


MatrixCare[®]
by *ResMed*

A comprehensive look at interoperability in home health and hospice

HOME HEALTH / HOSPICE





A comprehensive look at interoperability in home health and hospice

True interoperability is no longer a nice to have, but rather a necessity, as requirements are placed on the referral sources for home health and hospice care.

With **99%** of referring providers saying they would switch to a new preferred post-acute care provider organization if it accepted electronic referrals, it's easy to see how interoperability is the future of healthcare.

The post-acute industry is still playing catch-up to acute and ambulatory partners when it comes to embracing this technology revolution. As this interoperability gap closes, there is tremendous opportunity for your organization to stay relevant and competitive.

What is interoperability?

Interoperability is more than integrated software and is more than the movement of data or requesting patient information electronically. It's also having the ability to communicate care updates and data back to your referral sources and other providers with whom those patients have encounters. It is about connecting the care teams around your patients in a seamless and frictionless manner.



Interoperability is one of the most important ways to improve the patient experience through care transitions and ongoing treatment relationships. ”

—Nick Knowlton

board chair for CommonWell Health Alliance
and vice president of strategic initiatives for ResMed



According to the Healthcare Information and Management Systems Society (HIMSS), interoperability is the ability of different information systems, devices or applications to connect, in a coordinated manner, within and across organizational boundaries to access, exchange, and cooperatively use data amongst stakeholders, with the goal of optimizing the health of individuals and populations.

It consists of clinical and administrative workflows, embedded to create efficiency, accuracy and more effective care — ultimately forming a connected ecosystem that keeps everyone along the care journey up to date and informed on patient status and needs.

The new age of interoperability

More recently, CMS doubled down on its efforts to accelerate interoperability adoption with the Interoperability and Patient Access Final Rule of 2021, which sought to make health information more available to patients and providers as patients move through the continuum of care.



Going forward, interoperability will not only be about the ability to share data between systems, but it will also be about the ability to share data between all care stakeholders: medical professionals, patients, family members, and other eligible non-medical care team members. True interoperability can have a tremendous impact — patient outcomes improve, healthcare costs are reduced, and the caregiver and patient experiences improve — all core to the original intent of the HITECH Act.

Benefits of highly interoperable systems and patient engagement solutions

From the 2023 study, it appears that post-acute care (PAC) providers understand the tangible benefits of having advanced interoperability capabilities. When asked an open-ended question about the biggest benefits of having more advanced interoperability capabilities, responders most often mentioned:



Ease of sharing important data across disciplines and care teams



Streamlined processes/greater efficiencies across the organization and referral networks



Faster response times and signatures on important documentation



Better patient and partner service



More accurate information for better patient safety and outcomes



Less paperwork and more automated workflows

To take full advantage of these benefits, PAC providers must be invested in solutions that help them send and receive numerous types of data between systems and which make the data more accessible to a large variety of care team members.

The current state of interoperability

Key findings from the 2023 survey reveal that PAC providers have made advancements toward the technical definition of interoperability. Later in this report, we dig deeper into the specific types of data providers are able to exchange, but high-level findings show providers are lacking the ability to enable medical and non-medical care team members to put the data to good use.

Only 39%

of PAC providers say their organizations have advanced or matured their interoperability capabilities in the past 12 months, leaving 61% of the industry stagnant.

99%

of referral sources said they would likely send more referrals to PAC providers who were more capable of receiving orders electronically.

96%

of referral sources said they would likely send more referrals to PAC providers with strong patient engagement capabilities.

PACs

are still using outdated mechanisms, such as phone calls and emails, most of the time to exchange data and information with their medical and non-medical care team members.

There are several contributing factors to the rising importance of interoperability, but perhaps the biggest source of urgency comes from the rapidly growing adoption of value-based care payment arrangements. The research tells us that:

65%

of referral sources surveyed reported greater than 25% of their revenue is now tied to value-based care arrangements.

51%

expect that percentage to grow over the next 12-18 months.

Under value-based care agreements, what happens to the patient outside of the four walls of the healthcare facility or office now has a direct impact on the reimbursement rates these organizations receive. Being able to exchange data is a fundamental premise of successful value-based care models, because without accurate and timely insight into patient care progression, the risk of costly complications and avoidable acute encounters dramatically increases.

As a result, referring entities report to have greater confidence in PAC providers who have more advanced interoperability and patient engagement capabilities.

99%

of referral sources reported that they are likely to change to PAC providers who can support their interoperability needs, such as accepting electronic referrals. This is up year over year:



96%

of referral sources reported that they are likely to send **more referrals** to PAC providers who have more advanced patient engagement capabilities, demonstrating the value of providers being able to make use of the data.

Nationwide interoperability initiatives

One of the highest performing vendors, MatrixCare has been leading the way on interoperability for post-acute care providers for years. In fact, the MatrixCare team embraces several industry-wide interoperability initiatives, including:



PACIO

The PACIO project is a collaborative effort to advance interoperable health data exchange between PAC and other providers, patients, and key stakeholders across healthcare and to promote health data exchange in collaboration with policy makers, standards organizations, and industry through a consensus-based, use-case driven approach.

This post-acute interoperability workgroup focuses on defining FHIR (Fast Healthcare Interoperability Resources) profiles for communicating functional and cognitive status info. MatrixCare is proud to have team members currently occupying leadership roles within this initiative and has successfully advocated for new use cases for the benefit of the care settings we serve.



CommonWell Health Alliance

Connecting to patient information that originates outside your facility or network requires access to a larger, coordinated system. CommonWell is an association that runs a national network. The network includes amongst other services a record locator service and data broker for patient data needs. The exchange goes beyond basic information by leveraging a nationwide network that makes health data available to individuals and caregivers — regardless of where care occurs. MatrixCare was the first post-acute care solution to join CommonWell, while other members include companies ranging from healthcare organizations to EHR companies and data exchange vendors, all of whom share the goal of making health data more accessible and using that data to improve health outcomes.

By leveraging existing health information exchange (HIE) standards, CommonWell offers scalable, secure, reliable interoperability and allows its members to choose their preferred approach to connect to the network. Providers who use CommonWell have better visibility into a patient's medical history, which can lead to more accurate care and improved patient outcomes. As a result, patients are relieved of the responsibility of managing and sharing medical information from multiple providers, and providers can count on having more accurate, timely information for making care decisions.

CommonWell includes:

- > Documentation from previous care settings, not just the referring provider
- > History and physical documents
- > Encounter summaries
- > Continuity of care
- > Bi-directional connection to the network
- > Documentation that can be shared with other providers, automatically including C-CDAs, face sheets, visit notes, plans of care, orders, and scans



Improving how information is recorded, sent, and received improves patient outcomes, which is important for the patient and for the provider as the industry shifts to a value-based reimbursement model. ”

–Nick Knowlton
board chair for CommonWell Health Alliance
and vice president of strategic initiatives for ResMed



DirectTrust

This non-profit, vendor-neutral alliance of hundreds of vendors works together to develop, promote, and, as necessary, help enforce the rules and best practices necessary to maintain security and trust within its trust community.

MatrixCare EHR features

As an industry leader in interoperability, MatrixCare helps providers connect and collaborate across the care continuum to optimize outcomes and successfully manage risk in out-of-hospital care delivery. To thrive in today's growing value-based care world, providers must align with modern, interoperable EHR systems that meet the demands of both referral sources and patients.



We have seen intense and very strong growth, so the trust we have in our EMR software and the interoperability it brings has really magnified what we are able to do in the community. The response we have had from our resources and our referral sources has been impressive. ”

—Sarah Kivett, BSN, RN
Director of Strategic Partnerships,
Hospice & Palliative Care of Iredell County

That's why our integrated features are built to simplify the intake process and keep organizations connected during every admission. Here are a few key features integrated into the MatrixCare EHR:

Direct Secure Messaging

With this messaging feature, providers can gain referrals from any certified EHR, where data can be efficiently and accurately digested into the new patient record and processed by the intake team. This includes full clinical summaries of the referring encounter, and data reconciliation for demographics, medications, allergies, diagnosis, and more. Within these real-time messages, documents can be sent like email attachments and can be embedded in unstructured CDA.

CommonWell Health Alliance and Carequality

Access to these nationwide interoperability initiatives relieves patients of the responsibility of managing and sharing medical information from multiple providers, and allows providers to make more informed care decisions.

Real-time communication

With MatrixCare Link, clinicians can communicate with each other via messaging, create chat groups, invite patients or physicians to join the conversation and drive forward effective and engaged care — which can all be stored in the MatrixCare patient record.

The forms and documents module allows custom form creation and custom document support. Customers can create their own custom forms that they can send to the patient/caregiver in advance of the admission or have the patient sign on screen while in the home.

Video capabilities allow clinicians to communicate with each other as well as their patients through video.



A leader in interoperability

Within our rapidly growing partner ecosystem, interoperability is not just about exchanging information with referral sources. We embrace the need to interoperate seamlessly with other applications, which is why we offer a rich and growing ecosystem of connected and vetted partners.

Excellence, year after year.



As the multiyear winner of the Best in KLAS award for Long-Term Care Software and Home Health and Hospice EMR, MatrixCare is trusted by thousands of facility-based and home-based care organizations to improve provider efficiencies and promote a better quality of life for the people they serve.

Call **866.469.3766** to learn more, or visit **matrixcare.com**.



Patient-centric interoperability is the key to survival in today's healthcare environment. ”

—Deborah Wesley, RN, BN, MSN, MHA
CEO and Vice President of Clinical Services, Addison County Home Health & Hospice