



# The Value-Based Care Playbook

Your guide to mastering the  
shift that's redefining how  
care is delivered

**MatrixCare**<sup>®</sup>  
by *ResMed*

# A new reality you can't afford to ignore

Healthcare is changing—fast. With a focus shifting from volume to outcomes, the value-based care model is reshaping how post-acute providers are reimbursed, evaluated, and expected to deliver care. Quality, satisfaction, and cost-efficiency are the new benchmarks, and success depends on adapting now.

**Why it matters:**

Organizations that adapt early will have a competitive edge

**The challenge:**

Shifting to a new model requires new strategies

**The payoff:**

Better care, stronger financial performance, and long-term sustainability

This playbook breaks down how financial models work, why population health and behavioral health are critical, and how staffing and resident experience tie directly to performance.

You'll also get practical strategies you can start today. →

# What's changed and how it works

## Real-world example:

For skilled nursing facilities, programs like PDPM and CMS quality initiatives are performance-based models.

## From volume to value

Fee-for-service = More volume, more payments

Value-based care = Better outcomes, better rewards

In value-based models, reimbursement depends on quality metrics, like readmission rates, resident satisfaction, and fall prevention. These measures are signals of how well your organization is delivering care and impact your costs and savings:

- > **Shared savings:** Providers who reduce costs while maintaining quality share in the savings
- > **Risk-bearing contracts:** Providers accept some financial responsibility for poor outcomes
- > **Performance-based programs:** Providers earn incentives for hitting quality benchmarks

Understanding what drives costs can help you control risks and maximize rewards, pushing providers to be both excellent caregivers and smart operators.



# Population health: Seeing the big picture

Value-based care isn't just about individual residents but also managing entire populations for better outcomes.

## Key strategies include:

- > **Leverage data visibility** to identify trends and risk factors across resident groups
- > **Interoperability and data sharing** across care settings ensures smoother transitions and fewer gaps in care
- > **Proactive care planning** identifies risks earlier to reduce rehospitalizations and ER visits

## Think differently:

To strengthen performance in value-based models while improving resident health, move from episodic care to continued wellness.

# Resident experience: More than satisfaction

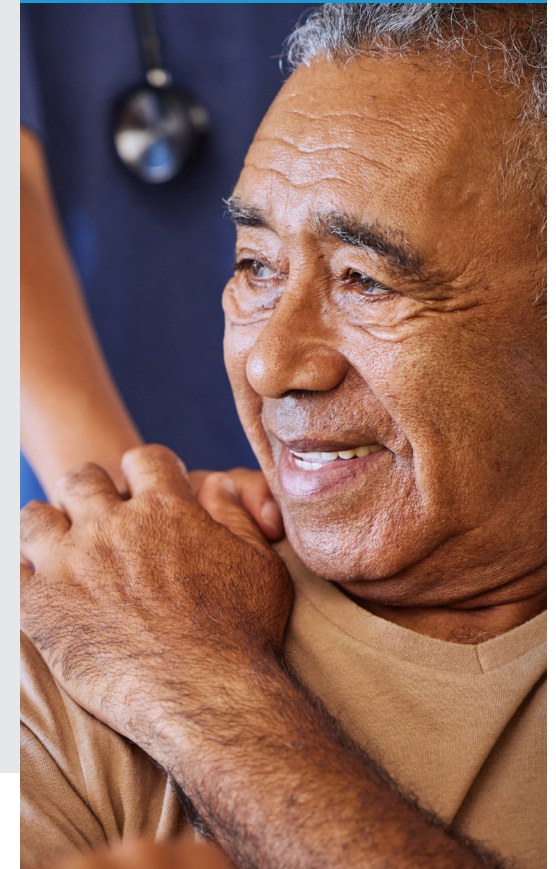
Resident experience impacts engagement, compliance, and outcomes, which are tied directly to reimbursement and quality ratings. Surveys like CAHPS and CMS's star ratings capture experience-related factors that shape both compliance and financial performance.

## From volume to value

- > Clear communication with the entire care team
- > Care that's personalized and resident centric
- > Tech tools that enhance engagement, like resident portals and feedback systems
- > Consistent staff and seamless workflows

## Simple strategies can go a long way:

Regular check-ins, family engagement tools, and staff training to improve everyday interactions.





# Your team powers the model (and its success)

Value-based care is team-based care.

High-performing teams deliver better outcomes.

That means fewer adverse events, stronger engagement, and improved quality metrics.

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## Staffing strategies that support value-based care

- > Building interdisciplinary teams that collaborate on care planning
- > Using analytics to inform staffing decisions and clinical interventions
- > Aligning incentives so staff goals support resident outcomes
- > Creating a culture where staff feel connected to the mission

### Action step:

Invest in team stability, education, and tools that empower better decision-making.



# Behavioral health: A missing link

Behavioral health is often overlooked, and when left untreated, can create real challenges like more hospitalizations, higher costs, and lower satisfaction scores.

## **How providers can support behavioral health**

- > Train teams to address behavioral health
- > Screen and document for early intervention
- > Factor behavioral health into care planning

## **Value-based impact:**

Conditions like depression, anxiety, and cognitive decline can affect everything from medication adherence to physical health.

# Your value-based care action plan

Value-based care may feel big, but the path forward doesn't have to be overwhelming.

## Start with this checklist of key actions:

1. Assess current quality metrics and identify gaps
2. Engage your team, making sure they understand their role
3. Review care transitions and pinpoint opportunities for smoother handoffs
4. Leverage data and analytics to identify trends and risk factors
5. Strengthen resident experience strategies and feedback opportunities

**You don't need to do everything at once:**

Progress is about laying a strong foundation and building from there.





# Now's the time to adapt

MatrixCare supports providers working toward value-based care models with tools that enable stronger analytics, better workflows, and seamless interoperability across care settings.

Build a stronger foundation for success.

Contact our experts at **866.469.3766** or visit **[matrixcare.com](https://matrixcare.com)** to see how we can help you with your value-based care strategy.