How Nazareth Home cut intake time from hours to minutes

CHALLENGES

> Time-consuming, manual admissions workflows

> Limited access to complete, timely hospital records

> Staffing strain during high-volume intake periods

> Gaps in historical data needed for care decisions

> Difficulty coordinating care across multiple settings

SOLUTION

> MatrixCare Exchange: Data Manager

Nazareth Home is a nonprofit long-term care and recovery community serving aging adults across skilled nursing, short-stay rehab, memory care, and personal care. With a mission rooted in delivering personalized, meaningful experiences, across their facilities and independent living community, creating an environment where residents can thrive through individualized care and innovative approaches.

Admissions under strain

High-volume admissions, especially during evenings and weekends, stretched Nazareth Home's staffing resources. Intake could take up to two hours per resident, requiring teams to manually search for diagnoses, allergies, and key clinical details. Accessing hospital information added even more hurdles, especially when staff needed updates. And without historical data right at their fingertips, teams had limited insight into the full story behind each resident's care needs.

"I think just the number one challenge was the time that it took to complete an admission," explained Tracy Fluhr, EHR Clinical Resource Specialist at Nazareth Home. "Intake could take up to two hours."

A smarter, faster way to intake

Nazareth Home began using Exchange: Data Manager to shift tedious, error-prone workflows into a more reliable, automated process. Staff could quickly pull demographics, diagnoses, allergies, and clinical documents directly into the record, reducing keystrokes, minimizing manual tasks, and giving teams a clearer view of current and past hospital encounters. Historical information became easier to access, helping nursing staff and physicians better understand trends, behaviors, and care needs.

Fluhr shares, "They can just use this one system and pull all that information and see where the resident is at if they were admitted, why they were admitted, what their diagnosis was, and really kind of see when they're going to come back to us."

Transforming workflows and elevating care

Nazareth Home immediately saw meaningful improvements. Intake for demographics, diagnoses, and allergies dropped from two hours to an average of two minutes, giving valuable time back to staff and freeing them to focus on care instead of data entry.

"From 2 hours to two minutes. I don't think anybody would argue with how beneficial that is for any staff that you can give that time back to," says Fluhr.

Real-time access to hospital and historical data supported more informed decisions and smoother transitions of care. Teams no longer had to chase information through multiple systems or wait on weekend call-backs for missing labs.
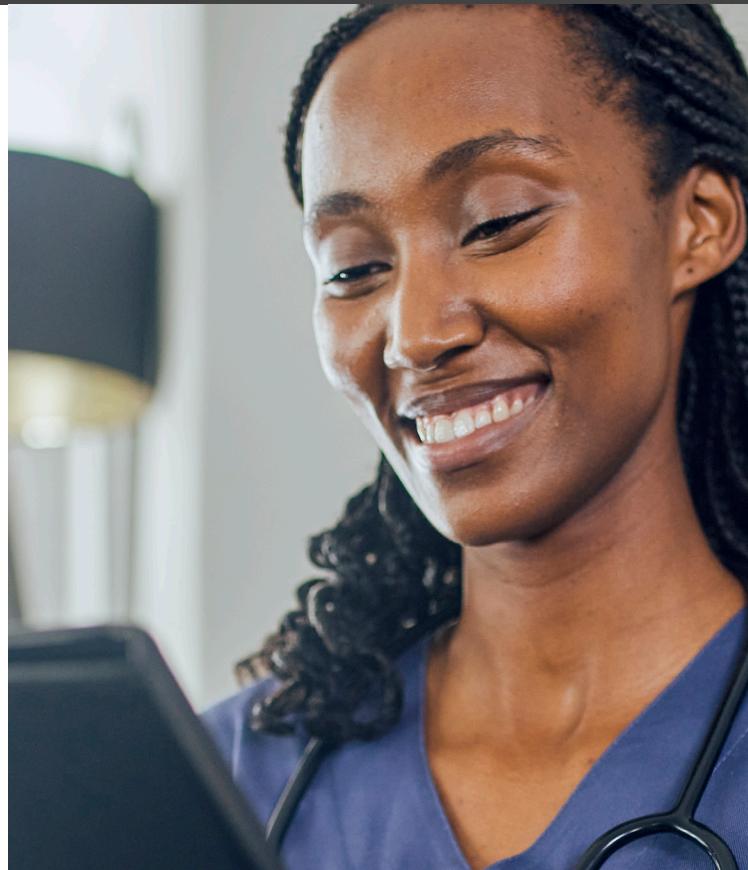
NAZARETH HOME'S RESULTS TO DATE

| Intake fields completed in an average of two minutes | Less time spent manually searching for diagnosis codes and allergies | Easier access to hospital and historical data | Faster care decisions during transitions | More time for staff to focus on residents |

(Customer results may vary)

Nazareth Home's experience shows how the right tools can support efforts to simplify workflows, maximize efficiency, and strengthen resident safety. Leveraging MatrixCare Exchange: Data Manager can help facilities streamline intake, minimize manual tasks, and give teams faster access to the information they need to make confident, well-informed decisions.

Contact our experts at **866.469.3766** or visit **matrixcare.com** to schedule a complimentary demo and see how MatrixCare Exchange: Data Manager can help your team cut intake time from hours to minutes.