

How Addison County Home Health and Hospice tackled OASIS challenges

CHALLENGES

- > Clinicians frustrated by confusing language and recommendations
- > Time lost on redundant back and forth exchanges with QA team
- > Lack of real-time data to implement timely change

SOLUTION

- > MatrixCare MyScrubber Clinical + QA



Following the successful implementation of their MatrixCare EHR, Addison County Home Health and Hospice, a Vermont-based VNA, became an early adopter of MyScrubber to increase efficiency around the OASIS process. Focused on providing quality patient care, Addison County Home Health and Hospice wanted to increase staff productivity and needed a scrubber that was easy for clinicians to understand and use.

Documentation scrubbing under strain

Scrubbing documentation is an important part of the OASIS process. But clinicians at Addison County Home Health and Hospice were hindered by a system they couldn't understand. The language wasn't familiar or friendly, causing confusion and making the OASIS process even more cumbersome. Deb Wesley, CEO and VP of Clinical Services at Addison County Home Health and Hospice, recognized the problem and was eager to explore MatrixCare's MyScrubber tool.

"We want our clinicians to look at their data, to look at their OASIS and understand it," Wesley said. "But with the system we had in place, clinicians didn't understand why a certain answer on their OASIS wasn't correct or why the system gave them the recommendations it did."

Clear language and support for better outcomes

Wesley was careful not to overwhelm staff with too much change all at one time. She started with MyScrubber Clinical and began seeing results right away. It used language that staff could easily understand, overcoming one of the biggest hurdles in the team's OASIS process, and created workflow efficiencies, decreasing paperwork and saving time during the review process. MyScrubber QA was added to the team's tool kit, helping analyze data in real time with built-in notifications and color coding to flag items that need attention sooner rather than later.

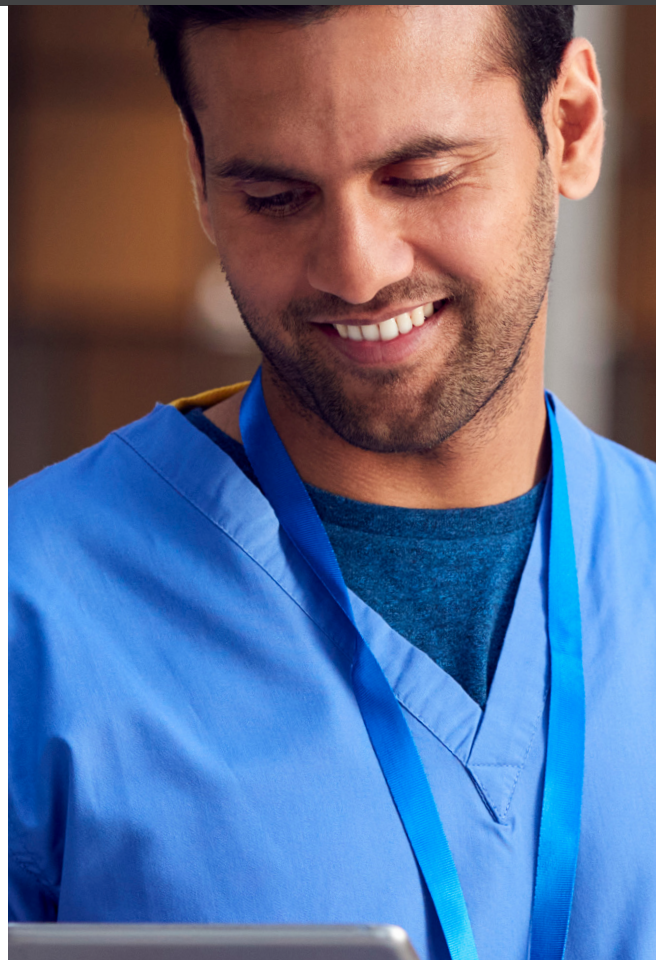
"With MyScrubber, clinicians could understand what was written and were more comfortable selecting answers that made sense to them rather than responding to language from an OASIS-D manual," Wesley explained.

An integration that helps make OASIS faster

Since MyScrubber integrates seamlessly with MatrixCare, staff can see the status of each chart and work on those that need immediate attention and document real-time communication, making it easier to gather and verify critical information like referral details and wound clarification. It makes communication during the OASIS process faster and more accurate, saving turnaround time so claims can be submitted on time.

“The integration with MatrixCare really puts us in control of our data,” said Wesley. “It’s really streamlined what we do.”

Since implementing MyScrubber, Addison County Home Health and Hospice’s OASIS process has been whittled down to just three or four days, from admission and coding to submission. Wesley says delays are a thing of the past. “Now our clinicians scrub, the QA staff go in behind, and it’s clean and out the door.”



ADDISON COUNTY’S RESULTS TO DATE

Easy for clinicians to understand and engage

Streamlined OASIS process and increased staff productivity

More control over outcomes and data management

(Customer results may vary)

For others who may be considering implementing MatrixCare’s MyScrubber, Wesley recommends evaluating the scrubbing tool with frontline staff who will be using it. “For us, the highest level of satisfaction is ease of use and the accessible language.”

Contact our experts at **866.469.3766** or **visit matrixcare.com** to see how MyScrubber can support your agency’s OASIS process.