MatrixCare

Inside Guiding Light Hospice's journey to over **230 patients** and counting

CHALLENGES

- Starting a hospice agency from the ground up with limited resources
- Navigating strict compliance requirements while ensuring quality care
- Onboarding staff quickly without compromising training or patient experience
- Maintaining operational efficiency and clinician work-life balance

SOLUTION

- MatrixCare's EHR



Guiding Light Hospice, based in Georgia (Metro-Atlanta area), provides in-home hospice care with a strong focus on compassion and clinical excellence. Founded in November 2023, the agency started with just two staff members and one patient. Today, it serves over 230 patients with a team of 100 employees, delivering care that prioritizes dignity and comfort during life's most delicate moments.

Starting small, but thinking big

For any new hospice, the right operational foundation is everything. The challenge wasn't just about starting. It was about scaling with intention. The goal was to build a reputation for excellence from the first patient, which required unwavering compliance, seamless onboarding of new clinicians, and technology that empowered staff rather than created barriers.

"The smaller you are, the more your staff is going to have to do, the more responsibilities they'll have," explained Agnes Pittman, RN, Director of Clinical Services at Guiding Light Hospice. "So, getting a good EHR system, like MatrixCare, is the number one thing all startup hospice agencies need to do."

A smart system for compassionate growth

Guiding Light's approach was to integrate their core values directly into their daily workflows. They leveraged tools from MatrixCare's EHR for scheduling and visit frequency tracking to help maintain compliance with care plans. Customizable features allowed them to simplify complex processes, like creating standardized comfort kit orders, so new clinicians could focus on patient care instead of paperwork. This operational clarity also supported their hiring philosophy.

Pittman explains, "It's about making it easier for your clinicians, simplifying things for them, giving them the tools for their toolkits so they can spend more time at the bedside. It's about offering a more efficient solution, which ultimately leads to better care."

MatrixCare

CASE STUDY:
GUIDING LIGHT HOSPICE

Results that speak for themselves…

In less than two years, Guiding Light Hospice grew to 100 employees and a census of over 230 patients. Clinicians feel supported, documentation is streamlined, and compliance is built into daily workflows. They successfully navigated their first ADR audit, submitting 20 charts with excellent results, confirming their compliant and quality-driven approach. They have plans for an inpatient unit and further geographic growth.

Much of the success is due to creating a culture that attracts compassionate clinicians and gives them the right tools for better patient care and work-life balance.

"A nurse called me and said she saw six patients the other day, and was already finished with her documentation," shares Pittman. "When she got home, she didn't have to sit there all night and document, showing that the right EHR promotes a positive work-life balance which our team deserves."



RESULTS TO DATE

- Grew to a team of 100 employees and a census of over 230 patients in under two years
- Submitted 20 charts for ADR successfully with strong outcomes
- Improved documentation efficiency and work-life balance
- Streamlined onboarding and training for new clinicians
- Established a strong reputation for quality and compliance in a competitive market

(Customer results may vary)

Guiding Light Hospice's story shows what's possible when leveraging the right tools to build a foundation to scale. With MatrixCare's EHR they were able to minimize compliance risks and maximize time for patient care. Through advanced EHR features, they've created an environment where clinicians feel supported and empowered to provide the compassionate care that defines their mission.

Contact our experts at **866.469.3766** or visit **matrixcare.com** to schedule a complimentary demo and experience the benefits of MatrixCare's EHR firsthand.