

Training Assurance Plus (TAP) improved staff knowledge and satisfaction

CHALLENGES

- > Relying on staff to train other staff
- > Lack of understanding many product features
- > Frustrated staff due to poor proficiency

SOLUTION

- > Training Assurance Plus (TAP)

“It was an easy yes in our book.”

Tiffany L. McElheny, Senior VP of Revenue Cycle
Larry H. Miller Senior Health

As a company within Larry H. Miller Senior Health, Advanced Home Health & Hospice serves roughly 1,800 patients daily across 12 states, with a mission to enrich lives by pursuing excellence in senior care. While they made continuous efforts to train internally, staffing shortages made it difficult to keep up with educating new hires and new processes. Their integration of MatrixCare’s Training Assurance Plus (TAP) has turned training challenges into opportunities for enhanced productivity and deeper system understanding.

A departure from “train the trainer”

Advanced Home Health & Hospice had always operated as a “train the trainer” organization, relying on existing staff to educate new hires and share the implementation of new processes. This approach, however, proved to be a challenge at times of staffing shortages and low bandwidth.

“If there are not enough trainers to support new staff or if a new process requires a trainer to receive additional training at the same time as when everyone else needs it,” explains Tiffany L. McElheny, Senior VP of Revenue Cycle at Larry H. Miller Senior Health, “this method can be difficult.”

While Advanced Home Health & Hospice were fairly new users of the MatrixCare product, they had a solid grasp on how to use the system. What they needed was to hone their skills to increase efficiencies and gain knowledge of any unused features, but webinars and recorded trainings did not always deliver the answers. TAP provided the one-on-one time needed to optimize efficiency and level up MatrixCare proficiency across their organization.

“We are an organization that asks *a lot* of questions, we always want to know the why,” says McElheny. “It was important for us to dive in and see if there were efficiencies or features we had not been using.”

Advanced Home Health & Hospice staff can choose any topic to focus on during each TAP session, at the time most convenient for them. Furthermore, TAP provided a discount on the cost of one-on-one training with a MatrixCare specialist — something they knew they would need. In the end, the decision to implement TAP was based on clear potential for return on investment.

McElheny confirms, “It was an easy yes in our book.”

A solution that goes beyond just answering questions

TAP implementation was simple. After letting their Customer Success Manager know they wanted to enroll and making it official, the TAP Implementation Specialist reached out to establish themselves as a point of contact for hour usage. From there, all Advanced Home Health & Hospice had to do was communicate the training they needed and a specialist in that area would contact them to schedule a time.

“We currently use TAP for our corporate team to improve our ‘trainers,’ as they make the decisions on how we use MatrixCare to service our patients. We want our agencies to know they have an internal support team that they can turn to for anything and everything,” explains McElheny. “If a topic of concern is brought up by an agency, the corporate team member responsible for that area researches, reaches out to support for assistance, or requests a TAP hour so they can provide an answer or solution.”

While some of their TAP hours have been used for training, most have been used to dive into reports.

“We’ve found discrepancies and processes within the product that we don’t fully understand,” McElheny says. “MatrixCare provided a consultant to work through each one.”

This approach to using TAP as their personal support representative goes beyond simply answering questions, but also provides the “why” or “how” and gives them a deeper understanding of their technology. It has also helped MatrixCare uncover inconsistencies in the product, which then leads to product improvement — benefitting Advanced Home Health & Hospice and MatrixCare’s entire client base.

TOP 3

benefits of using TAP:

- > **Gaining a better understanding of how MatrixCare can improve their organization**
- > **Having a one-on-one consultant to work with staff on any topic**
- > **Empowering staff with product expertise**

“We need more than ‘this is how the system is set up,’ ” says McElheny. “This process has allowed us to better understand the product and the ways we can use it to operate how we think is best.”

TAP is a comprehensive solution to an industry-wide struggle with staff training, operational inefficiencies, and insufficient support for complex systems. MatrixCare’s tailored solution can drive significant improvements and foster a collaborative relationship between healthcare providers and technology partners.

RESULTS TO DATE

- > Improved staff training with one-on-one consultants
- > Increased efficiency through a better understanding of MatrixCare
- > Higher staff satisfaction from gaining knowledge on the product