MatrixCare
by **ResMed**

How Saber Healthcare affiliated facilities reduced data entry during admissions to just eight minutes

CHALLENGES

> Manual data entry and inaccuracies delaying care

> Delays in data retrieval from faxes, emails, and hospital portals

> Stress and burnout from time-consuming admin tasks

> Delays in medication processing and diagnosis coding impacted resident safety and care quality.

SOLUTION

> MatrixCare Exchange: Data Manager

" *Getting the paperwork and getting it timely was one of the biggest struggles. If you don't get it from the hospital when they're handing it off, you're probably not going to get it once they leave.* "

Chris Lukezic, clinical director of informatics
Saber Healthcare

Saber Healthcare Group provides consulting services to over 100 facilities across six states that together are a leading provider of skilled nursing, rehabilitation, and long-term care services. Since its founding in 2001, Saber affiliated facilities (from here referred to as "Saber") have been dedicated to residents and their families by delivering high-quality, individualized care. Known for an innovative approach to healthcare, they regularly look to improve operational efficiency and enhance resident outcomes through smart solutions.

Inefficiencies in care transitions

Like other post-acute care providers, Saber faced challenges in accessing and retrieving clinical data during care transitions. Facility representatives recognized they needed a more efficient and accurate way to manage resident admissions.

Facility staff relied on manual processes to retrieve and enter resident information. Nurses spent up to 45 minutes per admission manually inputting data from faxes, emails, and hospital portals with an additional two hours spent on MDS coding. Chris Lukezic, clinical director of informatics at Saber, found that this fragmented approach often led to delays, errors, and unnecessary stress for staff. "Getting the paperwork and getting it timely was one of the biggest

struggles. If you don't get it from the hospital when they're handing it off, you're probably not going to get it once they leave."

These inefficiencies not only slowed admissions but also increased the risk of medication and diagnosis errors, ultimately affecting resident safety and satisfaction.

Streamlining clinical data access and retrieval

To address these challenges, Saber implemented MatrixCare Exchange: Data Manager, a secure interoperability platform designed to streamline data access and improve care transitions. This cutting-edge solution made it possible to electronically retrieve and reconcile resident medical records directly from hospital systems, eliminating the need for manual data entry.

MatrixCare Exchange: Data Manager integrated seamlessly with the existing MatrixCare EHR system. It was able to automatically pull critical resident information, such as demographics, allergies, diagnoses, and medications. Nurses could then review and reconcile this data ahead of time, helping ensure accuracy and completeness before residents arrived. "With MatrixCare Exchange: Data Manager, we're utilizing the inbox in MatrixCare to pull data ahead of time. Now, when residents arrive, we can verify medications and diagnoses quickly, giving us more time to focus on bedside care."

The technology also supported better collaboration with hospitals, sharing resident information seamlessly. This not only improved care quality but also strengthened relationships with referral sources.

Boosting efficiency leads to improved care

Since implementing MatrixCare Exchange: Data Manager, Saber has seen transformative results. Data entry time during admissions dropped by 80%, from 40-45 minutes to just eight minutes per resident. This dramatic reduction allowed nurses to focus on direct care rather than administrative tasks.

Medications are now entered, verified, and sent to the pharmacy earlier, with 65% of residents having all diagnoses captured before admission, compared to 10% without using the software. This improvement in accuracy has helped significantly reduce the risk of errors and enhance resident safety.

Nurses spend 75% less time on administrative tasks, allowing them to dedicate more time to bedside care. "The time savings are huge. Instead of spending hours behind a computer, our nurses can be at the bedside, providing the care they love."

These improvements have not only boosted staff morale but also strengthened the reputations of affiliated facilities as leaders in post-acute care.

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FACILITIES' RESULTS TO DATE

> Nurses spend 75% less time on administrative tasks

> Reduced data entry time during admissions from up to three hours to eight minutes

> Medications are entered, verified, and sent to the pharmacy earlier

> 65% of residents having all diagnoses captured before admission, a 55% improvement

> Diagnosis codes entered on average six times sooner

Customer results may vary.

MatrixCare Exchange: Data Manager has proven to be a game-changer for Saber Healthcare affiliated facilities, helping enable seamless data access, reduce errors and stress, and enhance resident care. By automating repetitive tasks and streamlining workflows, this tool helped improve efficiency and collaboration and support staff in delivering high-quality care to residents.

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