MatrixCare®
by ResMed

Focused training leads to improvements across organization

CHALLENGES

> No "super users" on staff to train new hires
> Inaccurate reports due to incorrectly configured data
> Difficulty quickly onboarding new staff

SOLUTION
Training Assurance Plus (TAP)

When Brenda Guevara started as executive director at Ashford Hall Nursing and Rehabilitation in Irving, Texas, she had never used MatrixCare before. "There were no super users to teach me what I needed to know," she said. This led not only to inaccurate reports and data entry, but also made it challenging to train new staff.

But attending MatrixCare's user conference was a game-changer for Guevara. "After the conference, I told our owners that there was so much more to our EHR that we could use. So they reached out to MatrixCare and learned about the TAP program."

Developing a plan focused on key areas

To get started, Guevara said MatrixCare set up a plan that focused on areas where her organization needed help. "We looked at clinical progress notes, observations and events, and they trained me on each module. I realized MatrixCare has so much to offer that we weren't even touching. This training improved our quality of care because we're now able to get reports and manage from the dashboard which saves time."

Guevara gradually added staff to the training sessions, including the director of nursing, dietary managers and MDS coordinators. As these users gained in-depth knowledge

of the EHR, they began seeing role-specific efficiencies. "Our nurse managers used to spend at least two hours each day pulling reports to search for information. Now, using the dashboard, it only takes them 15-30 minutes."

Guevara has seen other benefits of the program. "We recently updated vitals in the new software release. I did a training session and we now have everything set up to easily see all the vitals and can set schedules when we have new admissions that trigger nurses to gather the vitals needed." In addition, TAP helped the MDS coordinators make sure the system is correctly configured to comply with the new requirements going into effect this fall.

> "
>
> *Our nurses used to spend at least two hours each day pulling reports. Now, it only takes them* **15-30 minutes**.
>
> **Brenda Guevara**, Executive Director at Ashford Hall Nursing and Rehabilitation

Onboarding options and expertise

As staffing challenges continue in senior care, Guevara said TAP helped her find ways to improve onboarding for new hires. "I knew we had a training website, but I didn't know how to get to it, so we added that to our TAP plan. Now we use it with our new hires, especially nurses. When they're doing orientation, they can actually use the system and train more efficiently. It's been a real plus."

Another benefit is that training can be done on-site or virtually. Guevara said her organization has used the virtual option, which allows them to use dual screens to see what the trainer is presenting and compare their own screen in real time. "I'm a hands-on learner, so when our trainer is showing us something and I can mirror that, I learn more quickly and retain it," she said.

Guevara also encourages her teams to use MatrixCare's online customer community. "I use it for training my department managers and floor staff. The webinars posted there are very in-depth, so it's been a great asset," she said. What's more, automatic notifications when new information is posted to the site keep her staff informed about new releases and product updates.

Benefits across the organization

Guevara pointed out that it's not only the clinical staff at Ashford Hall that have found TAP helpful. "The more I shared information about how MatrixCare could save time and money, the more our business side looked into the training. They're focusing on collections and how those tasks are set up. I can use the dashboard to quickly see where things stand without having to run an aging report. It's helping everyone work smarter, not harder."

Guevara also appreciates the personalized support Ashford Hall receives through TAP. "The person who's assigned to us really understands our business and challenges. She's always willing to help and not only answers my questions, but also takes snapshots and walks me through each step to make sure I get all the information I need. I save her information so I revisit how we solved the issue and see it all step by step."

Top 3 benefits
of using TAP according to Guevara

Making sure MatrixCare EHR is configured correctly

Tracking tasks and projects to completion, even those initiated before she joined the organization

Using dashboards to improve training and boost efficiency

"When someone is new to MatrixCare's EHR, becoming proficient can be hard because there's so much to it. Having someone to identify areas where more training can help and then show us, step by step, how to work with the system helps us use the solution to its full ability. This helps each employee be more engaged and excited about their job, and it's also beneficial for the company."

RESULTS

> Managing from dashboards saved staff time
> Automated reports save staff hours per day
> Virtual, in-depth training speeds onboarding time

Visit **matrixcare.com** or call **866.469.3766** for more information.