

Modernized platform streamlines documentation and workflows

When PMMA was asked to participate in system alpha testing for MatrixCare's modernized LPC platform, Jeanne Gerstenkorn, MSN, BSN, RN, RAI-CT, CDON, DNS-CT, CIC, chief nursing officer at Presbyterian Manors of Mid-America (PMMA) was ready to dive in. "We have locations in Kansas, Missouri and Colorado, both urban and rural areas with different care settings, so I chose locations that encompassed all those differences. I deliberately chose one location that notices every detail, and one with a new clinical management team so we had a range of knowledge levels," she said.

As part of the alpha product testing process, Gerstenkorn's staff was given weekly trial exercises that covered various software modules. She also held a weekly call with users to recap feedback. "They were overwhelmingly positive about the changes," she said.

Designed by nurses for nurses

It's one thing to say a platform is intuitive, but another to actually deliver. Based on the feedback from Gerstenkorn's staff, the modernized LPC platform was a hit. "The entire product is easy to use and it's very intuitive," she said.

One updated feature her staff was particularly impressed with was care conference. "If they could have stood up and applauded, they would have," she said. "The program is designed to think like a nurse thinks. For instance, if a nurse is doing a head-to-toe assessment, you're not going to start at their belly and do a complete assessment unless that's where they have a complaint."

Gerstenkorn said her staff was also impressed with changes to the care plans. "It was easy to see prior problems or approaches so they would know if things were being repeated. This resolved an issue we'd had for a long time with third-shift nurses having access to complete information in case of a fall or similar occurrence that needs an intervention."

The new vital signs pages were also given high marks. "Users really like the drop-down boxes. We all know

occasionally people get in a rush and don't quite get everything right. So being able to limit what they can document is sometimes a good thing. One comment I heard was that it flows like a nurse thinks. It follows the same process of how a nurse would make an assessment and what they would document," Gerstenkorn said.

Intuitive workflows matter

Gerstenkorn said those on her team who onboard agency staff were impressed with how intuitive the modernized platform is. "The EHR has to be easy because agency staff are there and they need to care for the patient and track everything."

The MD orders are one example of the more intuitive workflows that Gerstenkorn's staff appreciate. She explained that easier documentation in the system facilitates clear communication between clinicians, residents and family members.

"For example, caregivers need to know whether a patient didn't want her pain medicine or the family visited and brought in new clothing. If the daughter comes the next day looking for mom's yellow sweater and the nurse on



duty doesn't know anything about it, it not only causes inefficiency, but also trust issues. The new platform helps make it easier and simpler to track information with fewer steps and communicate more effectively with everyone," she said.

Results

Gerstenkorn has seen improvements in several areas.

"It's easy to follow and takes less training, which makes a huge difference," she said. "It triggers processes that ask the right questions at the right time and is very logical."

She said visually, the screens are easy to read with fewer distractions for users. Completing documentation using drop-down boxes reduces the chance of errors, and redesigned pages make it easier to see patient information that has changed. "Because the system is so intuitive, they don't have to remember to do certain things and can work much more efficiently. Anything that can make processes more clear and concise is a huge asset. And that's certainly what this modernization has done."

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Jeanne Gerstenkorn, MSN, BSN, RN, RAI-CT, CDON, DNS-CT, CIC, chief nursing officer at Presbyterian Manors of Mid-America (PMMA)

MODERNIZED LPC PLATFORM

- Clean layout and drop-down menus streamline documentation
- Terminology and workflows support the way nurses think and their day-to-day work
- Intuitive interface reduces training time

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