



MatrixCare

Education Strategy and Important Dates

WHEN: Thursday, October 1, 2026

WHERE: The change will affect the following venues:

- Acute/Inpatient
- Ambulatory

At the following NLH Member Organizations:

- Home Care and Hospice

WHO: This change will affect the following staff:

- All Clinical Staff

WHAT: Northern Light Health Home Care & Hospice will transition to MatrixCare on October 1, 2026. To prepare for go-live, all impacted clinical staff must complete the required MatrixCare education program, which includes simulation-based learning and role-based classroom training.

NOTE: Attendance at the appropriate role-based training session is required for all impacted clinical staff. Staff must be registered in advance to attend class. Class registration will close three (3) days before the scheduled session to allow adequate preparation.

WHY: MatrixCare will serve as the primary platform supporting Home Care & Hospice operations and clinical documentation.

Benefits for Staff

- Improved access to patient information.
- More streamlined documentation workflows.
- Standardized processes and tools to support quality patient care.
- Enhanced coordination of care across team.

- EDUCATION STRATEGY:** **All Clinical Staff**
- **Online MatrixCare Simulation Education** Available Now!
 - **In-person Education Sessions**
 - These Sessions will be held at HC&H locations starting September 1 to September 30, 2026.
 - Training is role-based, and staff must attend the class assigned to their role.

- HOW:** **How to Complete Required Education:**
- Leaders, Managers, and Supervisors
 - Leaders are responsible for:
 - Reviewing staff training requirements.
 - Scheduling staff into the appropriate role-based classroom sessions.
 - Ensuring all required staff are assigned to training prior to go-live.
 - Coordinating proctor coverage for designated classroom locations.
 - Monitoring completion status and training readiness.
 - Staff Members
 - Staff are responsible for:
 - Completing all assigned MatrixCare Simulation Education.
 - Attending scheduled classroom training sessions.
 - Notifying their leader promptly if a scheduling conflict exists.
 - Completing all required education before October 1, 2026.

KEY UPCOMING DATES:	Available	MatrixCare Simulation Education
	Date Range: Sept 1 - Sept 30	In-Person MatrixCare Classroom Education
	Prior to Class Attendance	Complete All Assigned Simulation Education
	Date: Oct 1	Health Informatics Support Available Through Teams Channel

A Note of Thanks

Learning how to use the new tools and workflows is the first step towards adoption. True adoption will help us care for our patients and grow within our expanding, highly connected

health system. Your partnership is key to making this a reality and we appreciate your ongoing support.

****PLEASE NOTE: This mailbox is not monitored.****