Unity@Home

A practical guide to home health technology

Welcome to the Home Health Care Newsletter from Unity^BPO

Hello UnityBPO, welcome to the home health and hospice technology newsletter. Our goal is simple: to inform post-acute professionals about IT trends and solutions that lower operational costs, increase clinician productivity and satisfaction, or deliver optimal patient care efficiently. We encourage you to share your feedback with us by clicking below. Please invite your colleagues to subscribe.

Subscribe

Share Your Feedback

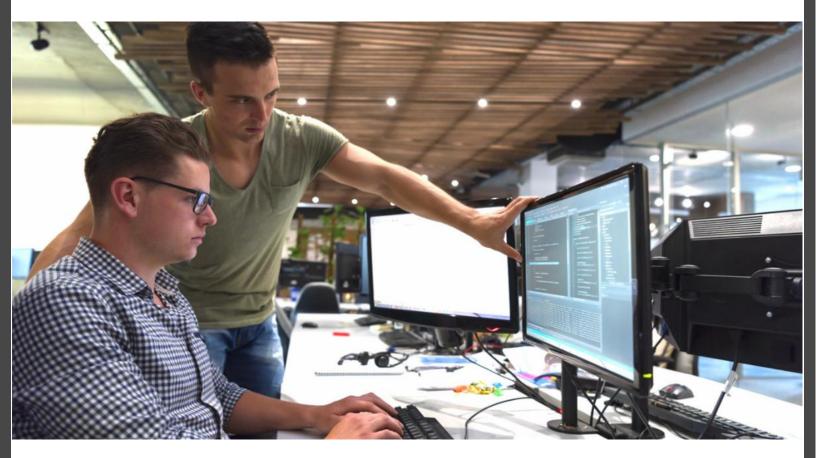## The viewpoint of technology is changing in home healthcare

The home health care industry continues to morph and grow at an increasingly rapid rate. **Unity^BPO** stays on top of the latest Information Technology trends impacting home health. Did you know

- Many agencies see more opportunity for growth while facing limited resources to deliver on that growth. Some agencies turn to proven technologies to lower costs and find efficiencies in clinical delivery.

- Nurses cited technology challenges and instability as a big source of frustration and burnout.

- Most agencies lack an experienced technology team with a vision to lower cost and improve productivity while bringing proven technology to the table.

- Some home health agencies are moving to process automation and Artificial Intelligence utilized in acute health systems to specifically address staffing challenges.

- Agencies of all sizes benefit when partnering with an experienced home health technology company.

Agencies with the highest growth rate are thinking differently about the value of IT. When viewed strategically, IT can be a competitive benefit for Home Health Care agencies in recruiting/retaining staff, lowering costs, and delivering patient care efficiently. Agencies that have outsourced to IT partners have gained significant capabilities – including unintended ones.

- IT partners working in home health bring experience from across the industry to your agency – you get the greatest hits without the greatest investment.

- Managed IT service partners use robust platforms for communication, collaboration, reporting, telehealth, automating workflows, and following best practices. When an Agency outsources to an experienced IT partner, they leverage these sophisticated and expensive investments at a fraction of the cost because you are sharing those investments across dozens of other health entities.

Additionally, you will save money and lower costs -- it is likely the utilization of your current staff is hovering around 40% - 50%. With an outsourcing partner who is managing your technology, EHR and other systems, you are paying for contracted performance and transactions, not people. Agencies needing to grow and evolve their business choose an innovating IT partner that stays ahead of the rapidly evolving technology landscape.
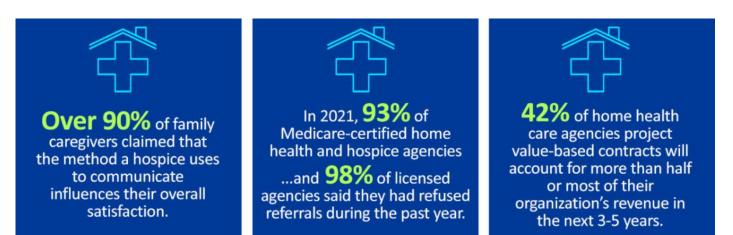

Here's some specific reasons why the most profitable home health care agencies outsource IT functions:

- **ONBOARDING** – One home health agency took 10-14 days or more for technology onboarding of new hire clinicians. Making matters worse, 25% of delivered tablets turned out defective due to poor imaging and configuration. Plus, plus set-up time averaged 2 hours per tablet. Through best practices and proven technologies, the

agency reduced on-boarding (hardware and training) to 2 days with a 1% defect rate on tablets while also reducing set-up time to 15 minutes.

- **ASSET MANAGEMENT** – During an IT outsourcing evaluation, a home health agency could not account for networking equipment, IT license reconciliation, IT tools, leased servers, or even laptops and tablets. The agency was paying for a significant number of data plans with a wireless carrier that were not being used. Bringing these assets under a full-lifecycle management plan that accounts for every expenditure yielded $180,000.00 in cost savings the first year. The issue was one of experience and best practices, not technology.

- **EHR SUPPORT SERVICES** – A home health and hospice agency experienced 62% turnover among their clinicians with exit interviews revealing EHR issues and support of those issues creating frustration and productivity loss. Clinicians experienced 56-minute hold times, 30% resolution to their problems, and frequently unanswered calls while they were at point-of-care. The IT organization yielded an improved 29% satisfaction rate. The technology transformation effort the agency undertook led to 1-2 minute hold times, 80% of calls were resolved, and IT satisfaction skyrocketed to 92 percent.

When done right, outsourcing IT propels home health care and hospice agencies to meet their cost goals, M&A targets, and productivity needs.

Home Health
FAST FACTS

Over 90% of family caregivers claimed that the method a hospice uses to communicate influences their overall satisfaction.

In 2021, **93%** of Medicare-certified home health and hospice agencies ...and **98%** of licensed agencies said they had refused referrals during the past year.

42% of home health care agencies project value-based contracts will account for more than half or most of their organization's revenue in the next 3-5 years.

On Our

Small Businesses Embracing Technology and AI

The State of the HR Function in Small and Mid-sized Businesses indicate that, despite the exponential digital transformation undertaken by many organizations to navigate COVID-19, 45% of small and mid-sized businesses are still limited to only partial automation across critical HR, payroll, talent, and timekeeping processes."
UKG

Getting Started with AI: Proven Best Practices of Adoption

"There is an opportunity for leaders in professional services with strong business use-cases and a strong understanding of the AI transformation journey. Now they differentiate themselves from vendors and consultants armed only with buzzwords – or compelling "plug-and-play" claims – that inevitably fall flat on delivery. Successful vendors have the potential to create long-term partnerships with their clients as opposed to delivering a series of ill-fated projects that likely never had much hope of success from the beginning."
Emerj