

The AI Advantage Empowering Home Healthcare Teams



Introduction

In recent years, the landscape of healthcare has witnessed a profound evolution driven by advancements in technology. Among these transformative innovations, the integration of voiceactivated technology and artificial intelligence (AI) stands out as a powerful force shaping the future of home health care. This white paper explores the value of live QA, an interactive, real-time quality assurance solution, and incorporation of voice-activated technology using an AI bot, known as ybot, into the day-to-day activities of home health care clinicians at Pinnacle Home Care. This powerful combination sheds light on its potential to enhance efficiency, improve clinician experience, and redefine the delivery of personalized care.

As the demand for home healthcare services continues to rise, clinicians find themselves at the forefront of delivering quality care within the confines of patients' homes. Recognizing the unique challenges faced by these dedicated professionals, the utilization of live QA and implementation of AI technology emerges as a promising solution to streamline workflows and foster a more patient-centric approach.

This white paper delves into the various facets of this technological integration, examining its impact on routine tasks, communication protocols, and overall patient care. From hands-free documentation and real-time data access to intuitive communication with healthcare ecosystems, the incorporation of AI technology promises to alleviate the administrative burden on clinicians, allowing them to focus more on direct patient interactions and individualized care plans.

Methodology

To gauge the effectiveness of live QA and ybot, a comprehensive study was conducted, employing a combination of timesheet data analysis and employee satisfaction surveys. SimiTree aimed to discern the implications of implementing these technologies on key aspects of the care delivery life cycle, aligning findings with CMS expectations from the OASIS-E Manual updated as of January 1, 2024. Furthermore, the paper delves into employees' satisfaction with live QA and their receptiveness to embracing efficiency-driven documentation methods, including the integration of ybot AI.

Data Collection:

- Utilization of timesheet information to quantify time spent on critical tasks.
- Comparison of actual documented time to CMS expectations to identify variances.

Employee Surveys:

- Design and distribution of surveys to gauge user experience satisfaction using ybot.
- Evaluation of employees' willingness to adopt AI software for documentation.

Sampling:

- Inclusion of clinical staff roles to capture the impact on their work experience.
- Random sampling to ensure unbiased representation.

Key Findings

#1 Key Finding

Live QA and voice-activated AI unequivocally demonstrate time savings in completion of OASIS compared to CMS recommendations, including substantial reductions in the following:

OASIS Type	Time Saved on OASIS (in Minutes)	% of Total OASIS & Visit Time Saved
Start of Care	36.30	31%
Recertification	14.73	21%
Resumption of Care	28.00	58%
Discharge	36.60	43%

#2 Key Finding

The time savings result in a noteworthy 15.5% capacity increase of RN visit utilization during Start of Care, empowering agencies adopting this technology to admit more patients and grow their census without overburdening clinical staff.

#3 Key Finding

Staff members surveyed reported ybot:

- Improved work/life balance.
- 57% of clinicians surveyed expressed being “Very Satisfied” with their experience.
- ybot supports hands-free preparation for upcoming visits, even while driving between locations.
- ybot AI provides specific patient updates, fostering a stronger connection between clinicians and their patients.
- Reduction or elimination of time spent on documentation after visits or in the evenings.
- Enhanced ability to report timely and accurately, reducing burnout and enabling better patient care.

As a result, patients reported:

- Feeling more informed.
- Clinicians spend more one-on-one time providing comprehensive care due to time savings.
- Elimination of the need for clinicians to scroll through documentation during home visits.
- Utilizing drive times to stay informed about changes prior to visits.

#4 Key Finding

Three separate tests conducted by a Registered Nurse familiar with OASIS guidance and conventions indicated that the time to complete OASIS documentation using ybot ranged from 15 to 19 minutes. Skip logic was often evident when questions were answered “No” or “Not Applicable,” and reminders were provided on best practices related to providing education on high-risk medications.

Examples of Time Savings Impact

This analysis demonstrates significant time and cost savings through the implementation of ybot (Patient B) in comparison to the traditional approach represented by Patient A. A total of 87.63 minutes per patient and \$73.03 in cost are saved, showcasing the efficiency gains achievable with the new system. When extrapolated across various patient volumes, the potential for substantial annual savings becomes apparent, ranging from \$730,300 for 10,000 patients to \$3,651,500 for 50,000 patients. Moreover, a detailed examination of the Start of Care phase reveals a notable reduction of 36.30 minutes and \$30.25 in cost per admission, underscoring the potential for increased operational efficiency and capacity utilization. These findings highlight the transformative impact of ybot on both time and financial resources, positioning it as a valuable asset for home health providers aiming to optimize their processes.

Average Care Delivery Cycle Example

Patient A (Traditional with CMS Suggested Timing)		
Visit	Time (Minutes)	Cost (Est. \$50/hour)
Start of Care (SOC)	117.30	\$97.75
Recertification	71.13	\$59.28
Discharge	85.20	\$71.00
Totals	273.63	\$228.03

Patient B (ybot Shows Less Time to Complete Tasks Compared to CMS)		
Visit	Time (Minutes)	Cost (Est. \$50/hour)
Start of Care (SOC)	81.00	\$67.50
Recertification	56.40	\$47.00
Discharge	48.60	\$40.50
Totals	186.00	\$155.00

87.63
MINUTES SAVED

\$73.03
COST SAVINGS

Start of Care Time Savings Analysis

Patient A (Traditional with CMS Suggested Timing)		
Visit	Time (Minutes)	Cost (Est. \$50/hour)
Start of Care (SOC)	117.30	\$97.75

Patient B (ybot Shows Less Time to Complete Tasks Compared to CMS)		
Visit	Time (Minutes)	Cost (Est. \$50/hour)
Start of Care (SOC)	81.00	\$67.50

36.30
MINUTES SAVED

\$30.25
COST SAVINGS

Applying ybot Savings to Admissions

NUMBER OF ANNUAL ADMISSIONS	\$ SAVINGS PER ADMISSION	TOTAL SAVINGS (ANNUALLY)
10,000	\$30.25	\$302,500
20,000	\$30.25	\$605,000
30,000	\$30.25	\$907,500
40,000	\$30.25	\$1,210,000
50,000	\$30.25	\$1,512,500

Conclusion

In conclusion, the strategic integration of voice-activated technology, as exemplified by ybot, is poised to revolutionize the home health industry. The profound impact on time savings, increased capacity for RN visit utilization, improved work/life balance for clinicians, and enhanced patient experiences collectively underscore the transformative potential of these innovations. Pinnacle Home Care, a trailblazer in the field, is at the forefront of this revolution, paving the way for a future where the adoption of voice-activated technology optimizes patient care, streamlines operations, and elevates the overall positive experience of clinicians in the home health sector. The findings of this white paper offer compelling evidence for the widespread adoption of AI technology, with ybot at the forefront, as a cornerstone for shaping the future landscape of home healthcare.

About SimiTree Healthcare Consulting

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SimiTree stands as a leading provider of comprehensive services and innovative solutions tailored for home health, hospice, and behavioral health organizations. Our mission revolves around empowering clients to expand revenue, optimize operations, and elevate clinical outcomes through the harmonious alignment of business and care strategies.

At the heart of SimiTree's success are over 450 industry experts, actively serving 770 clients and impacting 16,000 agencies. Our holistic approach ensures that we are not merely service providers but dedicated partners in our clients' journey to success.

About Pinnacle Home Care

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Pinnacle Home Care's commitment lies in leveraging cutting-edge technology to optimize operational efficiencies, allowing resources to be channeled into delivering excellent patient care. Pinnacle offers a comprehensive range of services, including skilled nursing, physical therapy, occupational therapy, speech therapy, medical social services, home health aides, behavioral health, cardiopulmonary rehabilitation, diabetic education, and wound care. Our mission is to empower seniors and other clients to lead more independent and comfortable lives in the familiar surroundings of their homes. Our dedicated and compassionate staff guide our patients every step of the way on their healthcare journey. We prioritize close collaboration with physicians, patients, and caregivers to achieve outstanding outcomes and create raving fans.

About ybot

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ybot's ambitions are to transform the way everyone does their work, from the desk-bound to the deskless. Our passion is to connect technological possibility, prowess and precision to build impactful productivity solutions that embolden those who make the largest impact on this planet.

ybot has built an intelligent voice assistant for deskless workers helping them do their job better while actually enjoying it.