

Better Tech Experiences That Attract & Retain Caregivers



How investing in HHAeXchange attracts, develops, and retains better caregivers

The most qualified caregivers are in the driver's seat when it comes to choosing where they'll work and stay. Caregivers want a healthy work culture that supports their personal career growth and job satisfaction. At HHAeXchange, we believe that in order to recruit and retain the best talent, providers need to build better work cultures.

Purpose-built tools built for caregivers can strengthen your culture by simplifying stressful tasks, improving communication and building personal skill sets.

HHAeXchange features unify the experience between agencies and caregivers. Both agencies and caregivers want better outcomes for their patients. For this reason, the HHAeXchange solution is designed to provide agencies and caregivers superior **support** from the start of their journey, **speed** to ensure timely service delivery and payment, and a **simple** technological approach that promotes higher adoption rates.

In their experience with agencies and HHAeXchange, caregivers want to feel supported, perform their functions quickly and efficiently, and to use tools that are simple. Within HHAeXchange, you will have a variety of features that enable you to better manage and maximize the caregiver experience, while ensuring the growth of your agency.

Scheduling

Support

Streamline the scheduling process to save time, shave operational costs, and set the team up for success.

Speed

Easily match caregivers and participants and create schedules that stay compliant and best align with patient needs.

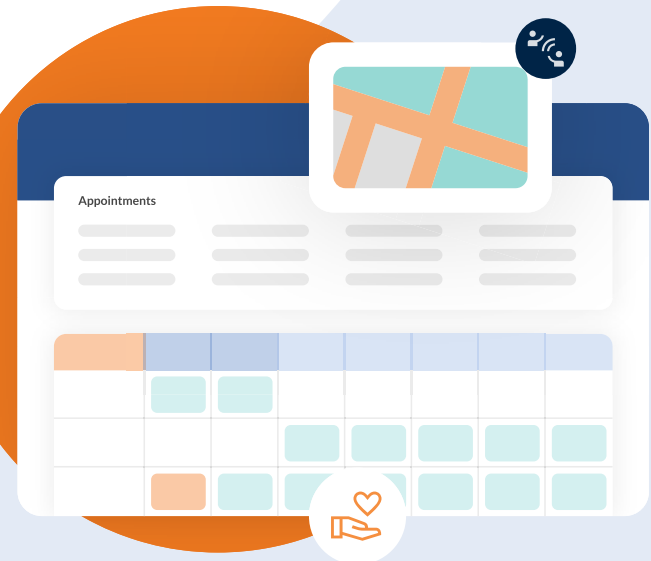
Simplicity

- Use our rules-based engine to avoid scheduling overlaps, unnecessary overtime, vacation conflicts, caregiver non-compliance, and missed training.
- Create, manage, and automate schedules based on authorizations, plans of care, and special patient needs.
- Validate each visit and eliminate complications when it's time for billing.

Customer Voice

“Communication is everything in this industry, and you get into business with whom you trust. You build trust by communicating, and that’s what HHAExchange allows me to do with my caregivers, and with my clients.”

—[ACCESS Nursing](#)



Mobile App

Support

Put the power of faster communication and efficiency in the palm of your caregivers' hands.

Speed

Streamline communications and remove stress from your caregivers' daily activities. Caregivers can quickly verify visits, log plans of care, provide important feedback, and accept new cases.

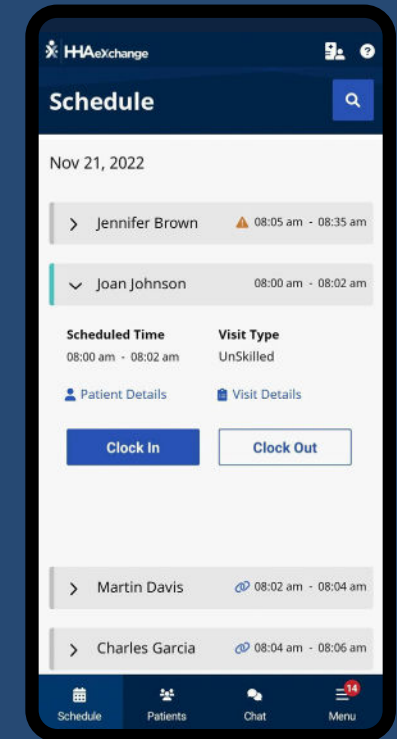
Customer Voice

"The mobile app was very easy to navigate, and with a little training, our employees picked up on it right away. Plus, HHAeXchange's Support and Client Success teams were always there when we needed them."

—Silveroak Home Health Care Services Inc

Simplicity

- Communicate in real time using 20+ languages
- Simplify scheduling with mobile case broadcasting
- Allow caregivers to stay productive—even while offline
- Support dynamic plan of care logging
- Simplify collecting patient signatures
- Free download on iOS and Android



Care Insights

Support

Use every visit as an opportunity to stay proactive and take the right actions to protect your members from costly events like hospital readmissions and ER visits.

Speed

Empower caregivers to observe and easily report changes in patient condition.

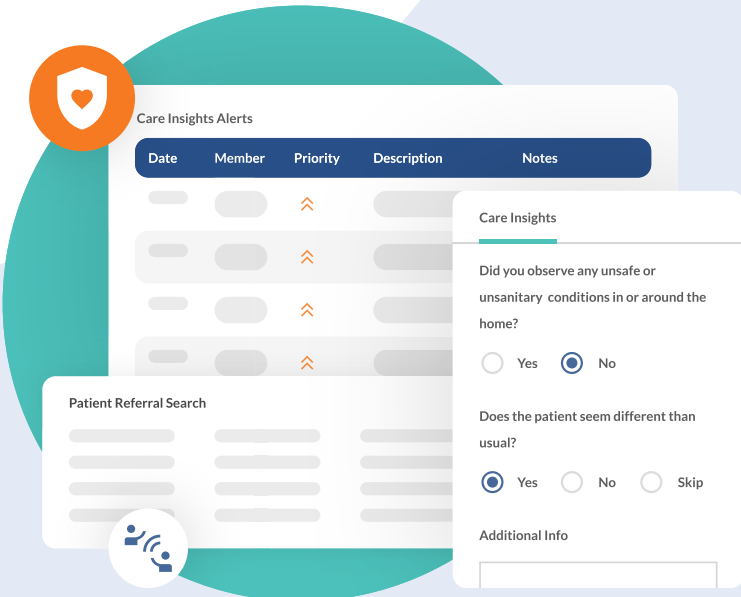
Simplicity

- Act on patient health and environmental risks before they become problems.
- Drive value to your payers and increase referrals with demonstrated value-based care metrics.

Customer Voice

“Moving to Care Insights has allowed us to reduce our overall time to identify risks because we’re able to get more frequent insights into member health without the administrative burdens.”

—Health Services, New York MLTC



Compliance

Support

Efficiently manage compliance at the caregiver, contract, and visit level.

Speed

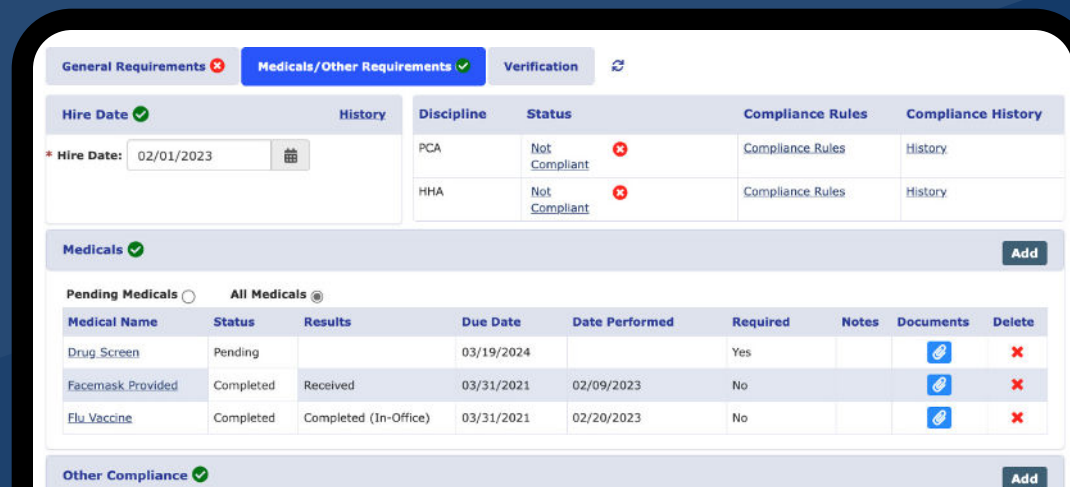
Streamline how caregivers clock in and out through flexible EVV methods including our GPS mobile app, telephony, and FOB devices.

Simplicity

- Stay confident that your active caregivers are eligible for cases and meet requirements.
- Ensure medical testing, background checks, and training are complete.
- Run exclusion lists to avoid booking ineligible caregivers.

Customer Voice

[United HomeCare](#) was able to increase their EVV compliance from 24% to 87% within one month of implementation. At present, 95% of the agency's caregivers use the mobile app.



EVV

Support

Simplify the EVV compliance process for caregivers and use the data to keep your business proactive.

Speed

Spot performance issues and fix them faster.

Simplicity

- Eliminate errors and make it easier for caregivers to stay compliant.
- Prioritize caregiver training opportunities.
- Quickly address missed or late visits.
- Optimize time and resources by knowing where to focus.
- Stay flexible with a choice of mobile app, telephony, and FOB devices.

Customer Voice

“I’d say between 75-80% of our caregivers prefer using the mobile app. It’s the easiest tool for EVV”

—EMEREST



Broadcast

Support

Match the right caregivers with patient preferences in just a few clicks.

Speed

Broadcast case opportunities to the right groups of caregivers in your network.

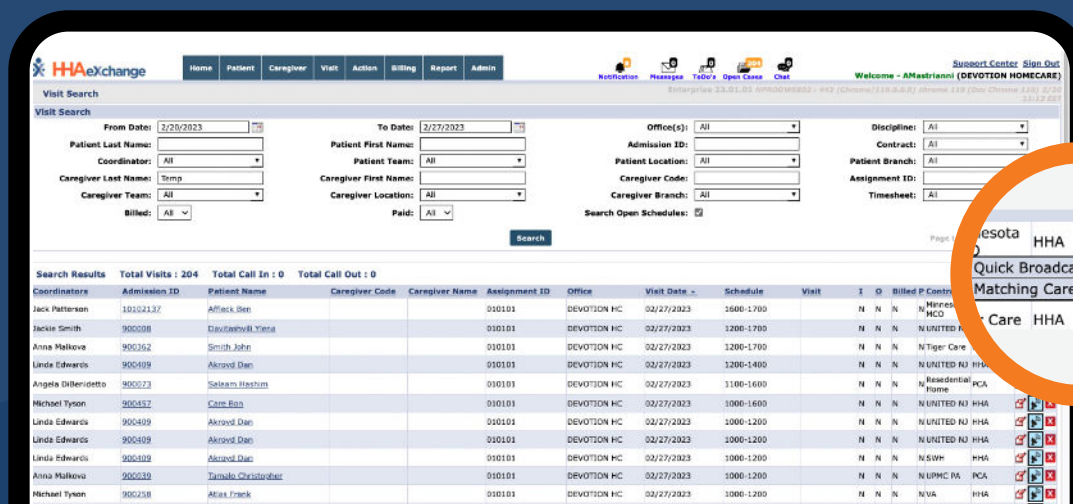
Simplicity

- Quickly cover shifts due to unexpected caregiver absences.
- Broadcast by single shift or long-term case.
- Measure success rates by tracking key metrics like average duration, and case acceptance/rejection rates.

Customer Voice

“It’s easy for us to match caregivers to the appropriate region based on the criteria we set. To fill cases, we simply send a mass message to everyone we want to broadcast to in that location – it’s quick and so user-friendly”

–Summit Home Care



The screenshot displays the HHAExchange web application interface. At the top, there is a navigation bar with tabs for Home, Patient, Caregiver, Visit, Action, Billing, Report, and Admin. Below the navigation bar is a 'Visit Search' section with various filters and dropdown menus. The main content area shows a table of search results with columns for Coordinator, Admission ID, Patient Name, Caregiver Code, Caregiver Name, Assignment ID, Office, Visit Date, Schedule, Visit, and Billed. A 'Quick Broadcast' button is highlighted with an orange circle, and a dropdown menu is visible next to it, showing options for 'Matching Caregivers' and 'Care HHA'.

Coordinator	Admission ID	Patient Name	Caregiver Code	Caregiver Name	Assignment ID	Office	Visit Date	Schedule	Visit	I	O	Billed	P. Cont.
Jack Patterson	1032137	Affick Ben	010101		010101	DEVOTION HC	02/27/2023	1600-1700	N	N	N	N	Minnesota HCD
Hackie Smith	900208	Claudiaewell Yvona	010101		010101	DEVOTION HC	02/27/2023	1200-1700	N	N	N	N	UNITED NJ HHA
Anna Malkevo	900362	Smith John	010101		010101	DEVOTION HC	02/27/2023	1200-1700	N	N	N	N	Tiger Care
Linda Edwards	900409	AkronD Dan	010101		010101	DEVOTION HC	02/27/2023	1200-1400	N	N	N	N	UNITED NJ HHA
Angela DiBerio	900273	Salem Hashim	010101		010101	DEVOTION HC	02/27/2023	1100-1600	N	N	N	N	Residential PCA Home
Michael Tyson	900452	Care Ben	010101		010101	DEVOTION HC	02/27/2023	1000-1600	N	N	N	N	UNITED NJ HHA
Linda Edwards	900409	AkronD Dan	010101		010101	DEVOTION HC	02/27/2023	1000-1200	N	N	N	N	UNITED NJ HHA
Linda Edwards	900409	AkronD Dan	010101		010101	DEVOTION HC	02/27/2023	1000-1200	N	N	N	N	UNITED NJ HHA
Linda Edwards	900409	AkronD Dan	010101		010101	DEVOTION HC	02/27/2023	1000-1200	N	N	N	N	NSWH HHA
Anna Malkevo	900320	Tamela Christopher	010101		010101	DEVOTION HC	02/27/2023	1000-1200	N	N	N	N	UPHC PA PCA
Michael Tyson	900238	Alisa Frank	010101		010101	DEVOTION HC	02/27/2023	1000-1200	N	N	N	N	NVA HHA

Partner Connect

Support

Leverage a broad network of integrations to maximize support to the caregiver. Seamlessly enhance every aspect of your operations.

Speed

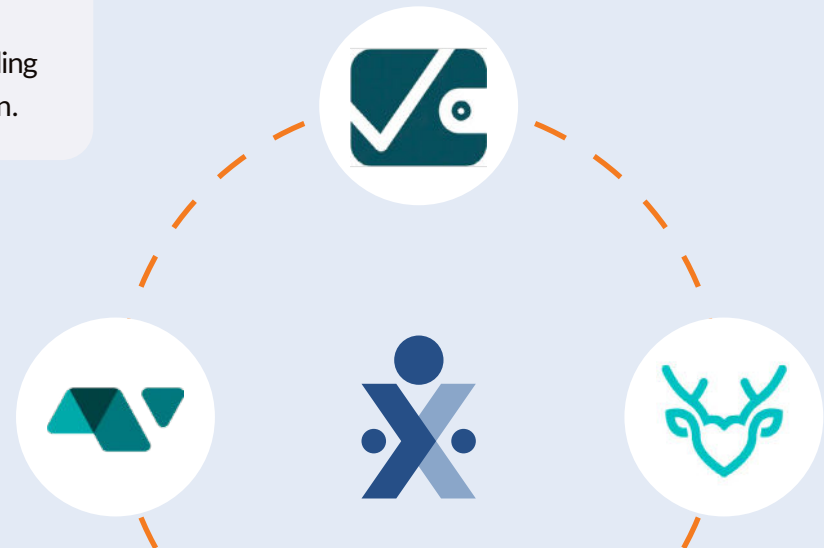
Tap into a network of best-in-class technologies that enrich the continuum of patient care and caregiver satisfaction.

Simplicity

- Introduce incentive and reward-based programs
- Expand devices & wireless options
- Add tax credit services
- Simplify Medicaid enrollment
- Connect caregivers to the right eLearning classes
- Secure case intervention
- Collect customer satisfaction data
- Expand health screening
- Hire from a bench of certified consultants
- Hire more help for intake and staffing
- Connect Quick Pay

Customer Voice

[Partner Connect](#) empowers HHAeXchange clients with direct integrations to industry leading solution providers that enhance agency operations and improve caregiver satisfaction.



99%

of All Metro's caregivers reported that the tool has made it easier to report changes in clients' condition.

95%

of caregivers agree that the tool has improved their communication with the office.

97%

of All Metro's caregivers reported that the tool has significantly improved involvement in their clients' care.

98%

of the caregivers reported that they feel confident in identifying and reporting changes in condition.

How All Metro Health Care Improved the Caregiver Experience with HHAeXchange



All Metro
HEALTH CARE