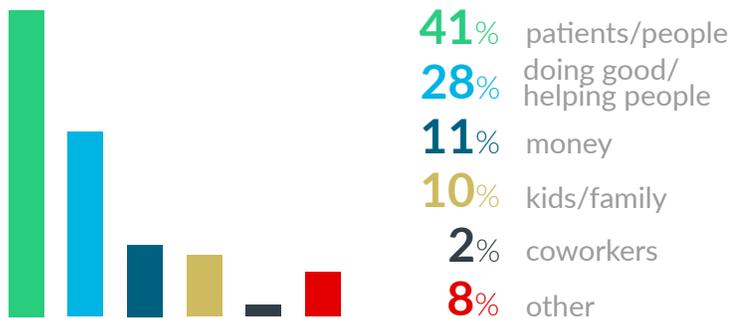


The State of Home Health Care Professionals

Nurses are the backbone of the home health care industry. They are dedicated to helping patients recover and manage their conditions safely at home. In an effort to understand what motivates nurses; where nurses are spending their time; and what they see as the biggest challenges in their work, InteractiveCare conducted a survey of 100 health care professionals that work in and around the home health care field.

The survey showed what we've come to expect - nurses are in the profession to help patients and are motivated by the personal relationships they build. They didn't enter the field to complete mounds of paper work or spend endless hours behind a windshield.

Job Motivations

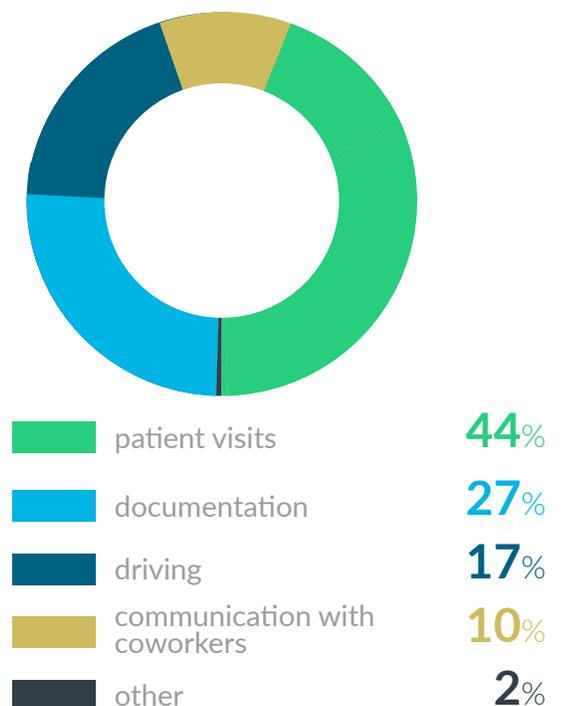


Nurses want to focus on delivering high-quality care for patients in need. Any technology that nurses use, therefore, needs to help them increase or improve patient care while simplifying the less motivating aspects of the job. Only then will technology be adopted and welcomed by such professionals.

Looking at a nurse's typical day, we learned the most time-consuming activity after the visits themselves is documentation. Nurses reported as much as 40% of their time is spent documenting. Related studies have shown that every one hour a care provider spends with a patient, it takes nearly two hours to document the visit.

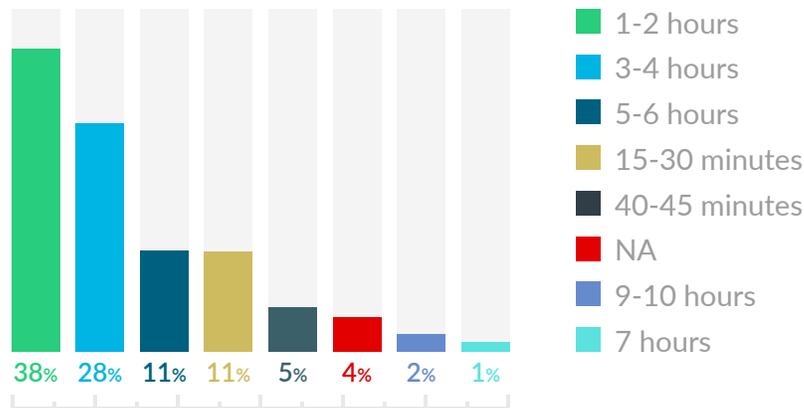
Given the current healthcare system this this is not surprising, but it is troubling that it occupies so much of their time. Technology has an important role to play in driving efficiencies in this process to help nurses spend less time recording this critical information and more time interacting with their patients.

Daily Activities



Home health care nurses typically need to cover a sprawling service area and are known to spend long periods of time in their vehicle. We found nearly two in five nurses spend more than three hours on the road on average. A related study by the National Association of Homecare and Hospice noted that healthcare workers traveled nearly 8 billion miles in 2015.

Average Daily Drive Time

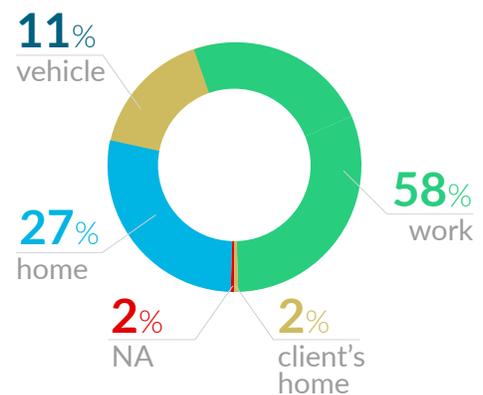


Telehealth solutions can reduce this burden by allowing nurses to check in between home visits, manage unplanned visits and even monitor vital signs remotely.

According to the survey, nurses complete a large amount of data entry at home. This is not always ideal, as significant time may have passed between visits and the getting entered into the electronic health records (EHR).

This is typically a manual, paperwork-driven process, highlights the potential for technology to digitize and streamline this process.

Data Entry Location



In summary, this survey uncovered that many home health care professionals are spending significant amounts of time on the road and on documentation. It is clear there are abundant opportunities to increase efficiencies in various aspects of their jobs, so they can spend more time doing what they love – caring for patients.