

Optimizing Caregiver Management in Public and Private Home Health Networks

Industry: Healthcare (Home Healthcare Services)

Client Overview:

A home healthcare service provider based in Vancouver, British Columbia, Canada. With a revenue of \$45 million and a workforce of 300–600 employees, the company specializes in delivering in-home care to patients across remote Canadian communities.

Objective:

The client sought a mobile workforce management solution to streamline scheduling, communication, and patient care coordination for nurses and caregivers operating in diverse provincial health systems.



Challenges:

- Targeted Outreach: Difficulty in distinguishing between private and government-funded home care agencies for service expansion.
- Frequent Staff Turnover: High caregiver attrition required continuous onboarding and retraining

Solution:

- Through a referral from a Canadian public health client, the company partnered with us to access:
- Custom-Filtered Healthcare Database: Segmented data on private and government-funded home care agencies across Canada.
- Workforce Optimization Insights: Contact details of healthcare administrators managing caregiver networks.

Results:

- Improved Workforce Stability: More efficient hiring and retraining strategies.
- Optimized Care Coordination: Enhanced communication and scheduling for caregivers.

Client Feedback:

"The data provided helped us refine our approach to workforce management, making caregiver deployment more efficient and improving patient care outcomes."

