

# HCP MANAGEMENT CONFERENCE & EXHIBITION

*Confidence in Care: Resilience, Readiness, and Results*

# WELCOME

## TITLE

# Improving Homecare Outcomes through Technology

## SPEAKERS

*Tsvi Vilinsky, Executive Vice President, Bolt Healthcare*

*Marvin Pishchik, Co-Founder/COO, RNPAD*

# AGENDA

## 1. The 2025 Landscape

A quick look at the challenges and shifts shaping homecare agency operations this year—from caregiver shortages to compliance burdens and tech overload.

## 2. Top Industry Pain Points

We'll break down the most common and costly operational issues agencies are facing and why many current platforms fall short in addressing them.

## 3. How to Evaluate Software

### Platforms

Learning a practical, criteria-based approach to selecting a system that doesn't just look good on paper but actually solves today's problems.

## 4. Mistakes to Avoid

We'll cover the most common pitfalls agencies make during software selection—and how to avoid choosing a tool that becomes a burden.

# THE HOMECARE LANDSCAPE IN 2025

## AGED POPULATION GROWTH

New York State's aging population is growing rapidly, with adults over 65 projected to make up 16% of the population by 2030.

## MORE REGULATORY OVERSIGHT

Increased regulatory oversight, stricter EVV requirements, sweeping CDPAP changes, and the ever-looming threat of payer audits are reshaping the homecare landscape.

## WORKFORCE BURNOUT AND TURNOVER

Challenging schedules, low wages, and long commutes contribute to caregiver burnout and high turnover—further straining already burdened operations.

**Managing all of this is hard enough—relying on disjointed software tools that are supposed to simplify operations only makes it harder.**

# PAIN POINT WORKFORCE SHORTAGE

- A 2023 MissionCare Collective study showed 89% of home care agencies had to turn away patients due to aide shortages.
- **CHWS “Home Care Workforce” study (statewide, 2022):** Home care agencies reported *registered nurses were among the hardest roles to recruit and retain* (68% reported recruitment difficulty).
- **Regulatory Shifts:** States are tightening enforcement around EVV and expanding its scope. Plan of Care approvals & documentations under increased scrutiny especially in Medicaid-funded programs.
- **Training Mandates:** Many states rolled out stricter continuing education requirements for aides and strict mandated deadlines.

# HOW TO EVALUATE THE RIGHT SOFTWARE SOLUTION

Cost – Is the new software a financial burden?

Service – Is the new software solving critical issues?

ROI – How much time is the new software taking to learn and utilize?

## MISTAKES TO AVOID

Fancy designs but not user friendly

Lots of features, including AI, but requires additional work and time to support the new software

Identify the problems first before you look for solutions

# Thank You!

*BOLT.HEALTHCARE*

**Tsvi Vilinsky**

*Executive Vice President*

917.474.6865 | [tsvi@bolthc.com](mailto:tsvi@bolthc.com)



**MARVIN PISHCHIK**

*Co-Founder/COO*

646.321.0819 | [marvin@rnpad.com](mailto:marvin@rnpad.com)

Survey

