Home Health Care is More Than a Solo Piece–**It Takes an Orchestra**

The journey of home care clients goes far beyond relying on the expertise of just one role. To ensure clients can remain **safely at home** with comfort, independence and dignity, many clinical and non-clinical **experts must work together in unison** to create an **exceptional client experience** delivering the highest quality outcomes.

REGULATORY OVERSIGHT
Oversight of Licensure, Accreditation, and Policies

Includes all aspects of regulatory compliance with state and federal statutes, licensure rule, and policy supporting clinical quality

PAYOR RELATIONS
Contract Management, Managed Care, Medicaid, Medicare

Manages payor relationship, authorized hours, and credentialing

TECHNOLOGY
Telehealth, Electronic Health Records, Cyber Security, IT Support

The ability to store, share, and analyze health data relies on having appropriate teams, tools, and protocols in place to effectively care for clients
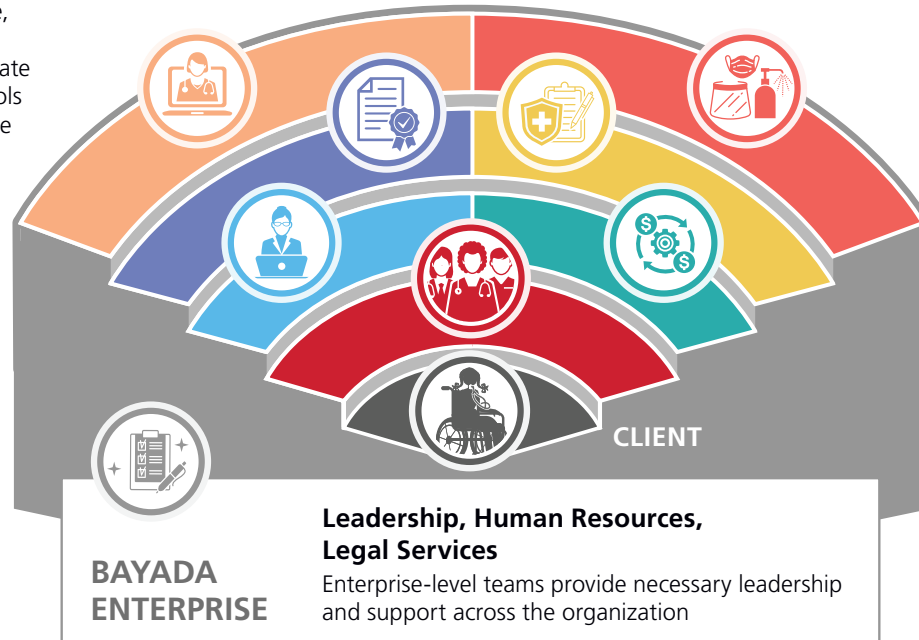
INFECTION PREVENTION
PPE Supply Logistics, COVID Resources, Clinical Guidance

Sets safety protocols and ensures sufficient supplies are available to keep clients and staff safe

CLIENT

OFFICE STAFF
Director, Client Services Manager, Recruiter

Office staff are essential in ensuring efficient office operations, client communication, schedule coordination, and staffing

BAYADA ENTERPRISE

Leadership, Human Resources, Legal Services

Enterprise-level teams provide necessary leadership and support across the organization

FINANCE
Payroll, Billing, Accounting, Collections

Responsible for overseeing office expenses and financial overhead, employee payroll, and reimbursement approvals

CLINICAL TEAM
Nurse, Clinical Supervisor, Caregivers, Nurse Educators

The clinical scope of home health care includes nursing care as well as supervision of all clinical staff, supporting visits made by additional caregivers and required training and onboarding

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Support fair reimbursement rates that enable providers to cover the unseen costs and wages necessary to manage **high quality care** in the home.

BAYADA®
Home Health Care

Hearts for Home Care
A BAYADA Community Supporting Quality Care at Home