

HOME CARE INSTITUTE CUSTOMERS

Frequently Asked Questions

Home Care Pulse, Home Care Institute Merger/Acquisition

Why did Home Care Pulse and Home Care Institute merge?

By acquiring Home Care Institute, Home Care Pulse becomes a full-service training hub, offering 800+ education hours for post-acute care organizations. Home Care Pulse and Home Care Institute will be merging platforms to create a comprehensive training solution serving caregivers, HHAs, CNAs, nurses, and other home health and hospice clinicians.

Who is Home Care Pulse (HCP)?

Home Care Pulse leads the home care industry in quality assurance, performance benchmarking, caregiver training, and data solutions. On behalf of home care agencies across North America, Home Care Pulse surveys and trains over 300,000 clients and health care professionals to engage, retain, and improve outcomes for post-acute agencies.

Home Care Pulse also provides tools for agencies to monitor, improve, and generate more online reviews; conducts the annual Home Care Benchmarking Study, the most comprehensive survey of home care providers in North America; and administers the annual Best of Home Care awards to agencies that achieve best-in-class client and caregiver satisfaction scores.

Who is Home Care Institute (HCI)?

For more than 12 years, Home Care Institute has been a leading provider of quality and engaging learning solutions targeted specifically for the home care, hospice, and private duty industries. HCI's mission has always been to create engaging educational solutions that enhance critical thinking and improve performance, resulting in positive and lasting behavioral change.

What is the new name of the company?

Home Care Institute will become part of Home Care Pulse. All Home Care Institute's content will be hosted on Home Care Pulse's Learning Management System (LMS), along with all the content from In the Know, another Home Care Pulse training company.

What does this mean for Home Care Institute and Home Care Pulse customers?

Nothing will change immediately for Home Care Institute customers except that their billing will be handled by Home Care Pulse. You will be contacted by Mickey Post toward the end of Q1 about moving to the Home Care Pulse platform.

For Home Care Pulse customers, you'll gain access to the full Home Care Institute library of more than 200+ courses!

What are the benefits to Home Care Institute customers?

- More training content from Home Care Pulse/In the Know in a comprehensive library.
- An easy-to-use online training platform with an associated Apple and Android mobile app.
- Access to administrative functions and reporting inside the online training platform.
- Continued personalized customer service provided by an even bigger team.
- Discounted rates to the other services provided by Home Care Pulse.

Will there be a platform change?

Yes, for customers utilizing the Home Care Institute LMS, we do intend to move you to the Home Care Pulse platform. Customers who've already made the switch rave about the new LMS! We will work with you individually to provide as seamless a transition as possible, within a convenient timeframe.

Training on new platform?

Home Care Pulse is prepared to provide administrator training and resources to customers switching platforms. We will offer you individual demonstrations, videos, and access to searchable knowledgebases.

Will I need a new contract?

Yes, because of the change in the company name and structure, Home Care Institute customers will be presented with a new contract within a reasonable timeframe.

Who will manage my account?

Mickey Post will continue to support all accounts.

Will support of the product change?

Holly Sullivan and Melissa Mendez will still be your initial points of contact for support, but they will be backed by the entire Home Care Pulse support team!

How does this change the company's mission?

Joining with Home Care Pulse only serves to enhance Home Care Institute's mission of providing high quality training that improves the performance of employees in post-acute health care. The Home Care Pulse mission is to empower home care providers to deliver superior care.

Will service quality/policies change?

Over time, there may be changes to processes, such as billing, to improve the quality of our service to you. This merger is a win/win for Home Care Institute customers!

Will there be any staffing changes that might affect me?

Mickey Post will be your main point of contact, providing the same or better level of service as you've experienced with Bradley Pitt all these years. No changes in staffing are expected, though you will likely develop new relationships with Home Care Pulse team members!

Do you plan to add more products or services?

For years, Home Care Institute customers have had access to a portion of In the Know's unmatched CE courses for post-acute caregivers. Now, as part of Home Care Pulse, Home Care Institute customers will have the full Home Care Pulse/In the Know training library available to them.

Home Care Institute customers will also enjoy discounts on other Home Care Pulse products/services.

Who can I contact with further questions?

Home Care Institute customers:

Mickey Post at mpost@homecareinstitute.com

Home Care Pulse customers:

Todd Austin at todd@homecarepulse.com