

## HOME CARE PULSE CUSTOMERS

# Frequently Asked Questions

## Home Care Pulse, Home Care Institute Merger/Acquisition

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### 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. Home Care Institute'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. This transition will take time and additional communication will be made before this transition begins.

### What does this mean for Home Care Pulse customers?

Home Care Pulse customers have access to In the Know's unmatched CE courses for post-acute caregivers, and recently just a handful of Home Care Pulse courses for RNs. Now, as part of Home Care Pulse, Home Care Institute can provide the entire library to them. For Home Care Pulse customers, you'll gain access to the full Home Care Institute library of more than 200 courses!

Combined content will allow organizations more options for compliance-based and specialty training curricula and professional development of your employees.

### 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?

We will continue to do our absolute best to provide a superlative customer service experience. Customers of Home Care Pulse will not be affected by any policy change.

### Will there be any staffing changes that might affect me?

No changes in staffing are expected, though you will likely develop new relationships with Home Care Institute team members!

### Who can I contact with further questions?

Todd Austin at [todd@homecarepulse.com](mailto:todd@homecarepulse.com)