

AI readiness in home health and hospice

A practical guide to building the connected workflows AI needs to deliver meaningful results

AI has enormous potential to help home health and hospice organizations move faster, reduce administrative friction, and create better experiences for clinicians, candidates, and the patients they serve.

But AI is not magic. It performs best when the workflows around it are clear, connected, and trusted.





The promise and the trap

The promise of AI is speed. It can respond instantly, summarize quickly, surface patterns, and remove repetitive steps from already stretched teams. For workforce operations, that is a meaningful opportunity. When candidates expect fast communication, clinicians expect simple digital experiences, and leaders need better visibility, AI can help organizations act with more consistency and confidence.

The trap is believing AI can solve a fragmented workflow on its own. **If an intelligent employee only had access to 30% of the information needed to do the job, their work would be incomplete no matter how capable they were.** AI works the same way. Its performance is capped by the systems, data, and handoffs underneath it.

“Think of AI like a really intelligent employee. And if that employee has access to thirty percent of the information they need to do their job, then they’re only going to be able to produce thirty percent of the value.”

-Tarrah Lowry, COO, Empath Health

The true meaning of connectivity

Connected means referral intake, recruiting, onboarding, payroll, and compliance work together as one continuous operational journey. Each step should carry the right information forward, reduce duplicate work, and make the next action easier.

In many organizations, that journey is still broken into separate handoffs. Recruiting gathers information, onboarding asks for it again, orientation introduces another process, and payroll and compliance teams often work from their own records.

These gaps limit the visibility AI needs to provide accurate support. Referral delays affect access to care while staffing gaps affect census and revenue.

“AI is only as good as the processes and the data and the leaders surrounding it.”

-Tarrah Lowry, COO, Empath Health

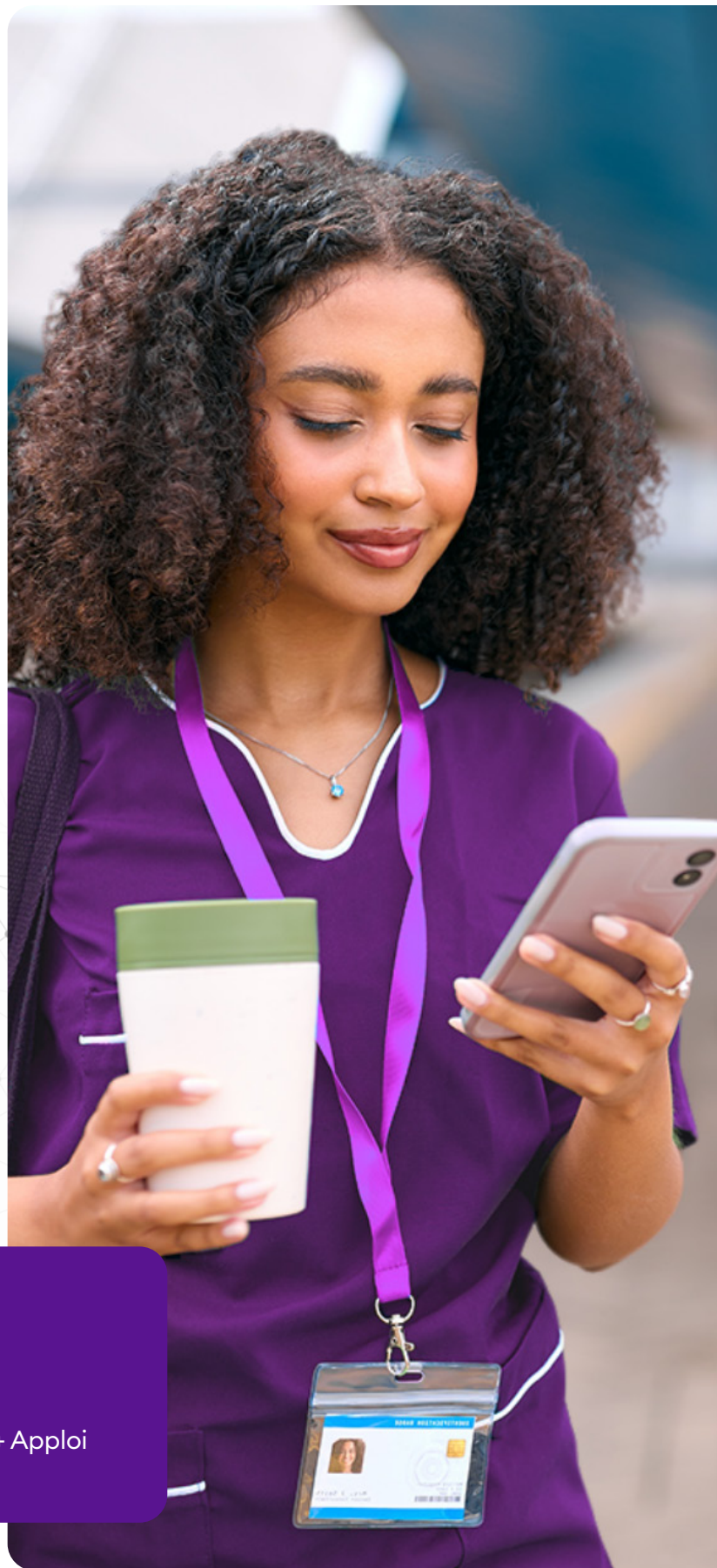


Where AI is already earning trust

The strongest early use cases are practical, measurable, and close to the work teams already do. Candidate engagement is one example. When a qualified candidate applies, an instant response can keep momentum moving while competitors are still preparing outreach. AI can also support interview scheduling, prescreening, job content optimization, and reminders that improve completion rates.

These are effective starting points because they solve clear bottlenecks without asking the organization to transform everything at once. They help teams move faster, but they also create trust because the outcomes are easy to see:

- Quicker response times
- Fewer dropped steps
- Stronger follow-through
- A smoother experience for candidates and clinicians



“If the workflows are broken, there’s only so much AI can do to enhance it.”

-Sophie Guillermin, Director of Product, Viventium + Apploi



Where people still matter most

AI can improve speed and consistency, but it should not replace the moments that depend on judgment, empathy, and relationship-building. Final hiring decisions, retention conversations, manager coaching, and sensitive employee issues still require people who understand context and can build trust.

This distinction strengthens an AI strategy. It gives teams permission to automate the repetitive work that drains capacity while protecting the human touchpoints that shape culture, confidence, and long-term retention.

“We haven’t replaced people with AI, but we have eliminated repetitive work, and I think that that’s where the real wins come”

-Tarrah Lowry, COO, Empath Health



4 misconceptions that slow progress

Despite growing interest in AI, several common misconceptions continue to prevent organizations from realizing its full potential.

1

AI is mainly about replacing people.

In practice, its most useful role is often removing repetitive administrative work, so teams have more time for the conversations and decisions that require people.

2

Data must be perfect before an organization can begin.

Perfection is not the standard. The better starting point is trusted, usable information, and a clearly defined process for improving it over time.

3

AI requires a full system overhaul.

In reality, progress often starts with a narrow pilot tied to a specific operational goal. The key is to define success before launching and keep human oversight in place.

4

AI runs itself.

Governance and change management matter as much as the tool.





A practical readiness framework

AI readiness begins with the workflow, not the tool. Start by identifying the most repetitive bottleneck affecting speed, visibility, or follow-through. Then define what success should look like, such as faster candidate response, higher completion rates, cleaner handoffs, or fewer manual steps.



Map the handoff from one team or system to the next



Identify where information is lost, duplicated, or delayed



Choose one use case with a clear operational outcome



Confirm what data AI will use and who is accountable for oversight



Measure adoption, accuracy, speed, and experience before expanding

Readiness is a workflow question

The organizations that will benefit most from AI are not necessarily the ones that adopt the newest technology first. They are the ones that connect the workforce journey, reduce friction between teams, and give AI the right foundation to support better decisions.

Are your workflows helping AI succeed or holding it back?

See how our connected HCM platform can help your organization create the foundation AI needs to deliver results.

www.viventium.com

Viventium + Apploi helps post-acute care organizations connect recruiting, onboarding, payroll, and workforce operations so teams can move faster, support clinicians more effectively, and build the operational foundation AI needs to create lasting value.