



The home health and hospice care HCM buyer's guide

How to evaluate workforce software built for home health and hospice

This guide is for:

Administrators, CFOs, HR directors, and operators at home health and hospice organizations evaluating whether their workforce software is truly built for how care is delivered in the home.

Contents:

- 1 The market reality: Why workforce software directly impacts growth
- 2 What “built for home health and hospice” really means
- 3 The evaluation framework: 6 questions every buyer should ask
- 4 What Viventium + Apploi delivers
- 5 Your decision checklist
- 6 Your workforce system shouldn't limit your growth

1 The market reality: Why workforce software directly impacts growth

Home health and hospice organizations are operating under sustained workforce pressure:

- The home-based care industry experiences **77% annual turnover**
- Providers are turning away **over 25% of referred patients due to staffing shortages**
- Nearly **9 in 10 providers report turning away cases due to recruiting and retention challenges**

At the same time:

- Care delivery depends on clinician availability, and payroll accuracy is tied directly to how and when care is documented
- Hiring delays directly impact revenue
- Pay models are complex and variable
- Administrative teams are stretched, often spending **49–68 hours onboarding a single hire**

In this environment, workforce software is not a back-office tool. It directly determines how quickly you can staff, serve, and grow.

2 What “built for home health and hospice” really means

Home health and hospice operations are fundamentally different from facility-based care or general industries.

Workforce software must support:

- Per-visit and service-based pay models
- Care delivered across locations and state lines
- High-volume, always-on hiring
- Continuous compliance without manual tracking

Viventium + Apploi connects hiring, onboarding, payroll, and compliance into one continuous workflow designed specifically for healthcare operations—not adapted from other industries.

3 The evaluation framework: 6 questions every buyer should ask

Question 1: Can it handle per-visit pay without manual workarounds?

Home health and hospice payroll must reflect how care is delivered, including per-visit, hourly, salaried and hybrid compensation models, documentation timing, and charge-date payroll that aligns with billing. If any of these require manual intervention, the complexity moves into every payroll run.

Question 2: How quickly can you hire a clinician?

Speed is operational.

- Can you move from application to offer in days, not weeks?
- Are workflows automated, or dependent on manual follow-up?
- Can background checks, exclusion screening, credential verification, and other pre-hire requirements be initiated and tracked without moving between disconnected systems?

Question 3: What happens when timesheets are late or corrected?

Late documentation and payroll corrections are common in home health and hospice. The system should automatically recalculate retroactive pay, overtime, blended rates, and PTO based on when the work was performed, rather than requiring manual adjustments in the current payroll run.

Question 4: How does the system handle multi-state clinicians?

Cross-state payroll and tax handling must be built in, not managed manually.

Question 5: Is hiring connected directly to payroll?

Every manual step between hiring and payroll introduces risk, delays, and rework.

Question 6: How does the platform support the clinician experience?

Clinicians should be able to use a mobile-friendly experience to complete onboarding, access payroll information, and view detailed pay statements that clearly show visits, hours, rates, and premium pay.

4 What Viventium + Apploi delivers

Here's what happens when hiring, onboarding, payroll, benefits, and compliance work together, and why it matters.

Hiring that keeps pace with demand

- AI-powered tools help recruiters improve job titles and descriptions and quickly summarize application information, while keeping hiring decisions in the hands of the recruiter.
- Automated workflows and communication tools help organizations move clinicians through the hiring process more efficiently.
- Platforms consistently reduce time to hire and accelerate first contact.
- Healthcare-specific job distribution and candidate pipelines.

Payroll built for home health and hospice complexity

- Per-visit pay that keeps visit units separate from true hours, supporting accurate over-time, accrual, and ACA calculations without converting visits into hours.
- Retro pay automatically recalculates overtime and PTO.
- Charge-date payroll aligns compensation with care delivery timing.

Compliance without manual overhead

- Continuous exclusion monitoring
- Credential tracking with expiration alerts
- ACA tracking based on true hours worked, including ongoing measurement of variable-hour employees and automated full-time or part-time status changes and benefit-offer triggers
- Benefits eligibility and enrollment connected to ACA measurement and employee status

A clinician experience designed to improve retention

- Mobile-first workflows (most clinician admin work happens on mobile)
- Multi-language support for diverse teams
- On-demand pay options supporting financial stability and retention

5 Your decision checklist

Use this checklist when evaluating any HCM platform:

☐ Payroll

- Per-visit pay handled natively
- Retro pay automatically recalculated
- Multi-state tax and compliance supported

☐ Hiring

- Automated workflows and candidate engagement
- Healthcare-specific job distribution
- Fast application-to-hire cycle
- Administrator-assisted digital onboarding for employees who need additional support
- AI-assisted job-content optimization and application summaries that help recruiters navigate candidate information, with recruiters responsible for reviewing the under-lying information and making employment decisions.

☐ Compliance

- Continuous monitoring (not point-in-time checks)
- Credential tracking with alerts
- ACA tracking built into the system, designed to handle variable employees and per-visit pay without manual intervention

☐ Clinician experience

- Mobile-first access
- One login to access pay information across locations
- Multi-language support
- Detailed pay statements that break out visits, hours, rates, overtime, and other premium pay rather than combining activity into bulk-hour totals

Viventium + Apploi vs. general HCM

Capability	Viventium + Apploi	General HCM platforms
Per-visit pay	Keeps visit units separate from true hours for accurate overtime, accrual, and ACA calculations	May require customization or manual tracking
Retro pay	Automatic recalculation of OT and PTO	May require manual corrections
Hiring speed	Automated workflows and SMS engagement	Slower, manual processes
Multi-state payroll	Built-in tax and compliance handling	Often requires additional configuration
Compliance monitoring	Continuous credential and exclusion tracking	Typically point-in-time checks
Clinician workflow support	Mobile-first, multi-language access	Limited mobile usability
System integration	EMR-agnostic integrations with systems including Axxess, WellSky Home Health, Kinnser, Homecare Homebase, and others	May require custom integration or manual data transfer
Clinical pay complexity	Built for visit-based and charge-date payroll	Not typically natively supported

6 Your workforce system shouldn't limit your growth

In home health and hospice, every delay in hiring, every payroll error, and every breakdown in communication impacts your ability to deliver care.

Your workforce software should remove friction, not create it.

Why Viventium + Apploi

Home health and hospice organizations need systems that move as quickly as their workforce.

750,000+

healthcare providers and employees use
Viventium + Apploi across post-acute care

9,000+

organizations are part of the Apploi hiring ecosystem

NPS of 71

reflecting strong client satisfaction

Operationally:

- Hiring, onboarding, and payroll are connected in one workflow
- Designed for high-volume, always-on recruiting environments
- Built specifically for the realities of home health and hospice care delivery

“By automating payroll, reporting, and employee self-service, Viventium saved us about 2.5 hours each week, time that is better spent managing other priorities. Payroll now takes just 30 minutes instead of 3 hours.”

– Sabrina Curtis, CFO, TruHeart Home Health & Hospice



Ready to see it in action?

Schedule a personalized demo to see how Viventium + Apploi supports your hiring, payroll, and compliance needs.