

IMPERIUM HEALTH TECH

CLIENT CASE STUDIES

Transforming Healthcare Operations Through Technology, Compliance & AI Innovation

HIPAA & Documentation Compliance

Personal Care Home

Staff Retention Crisis

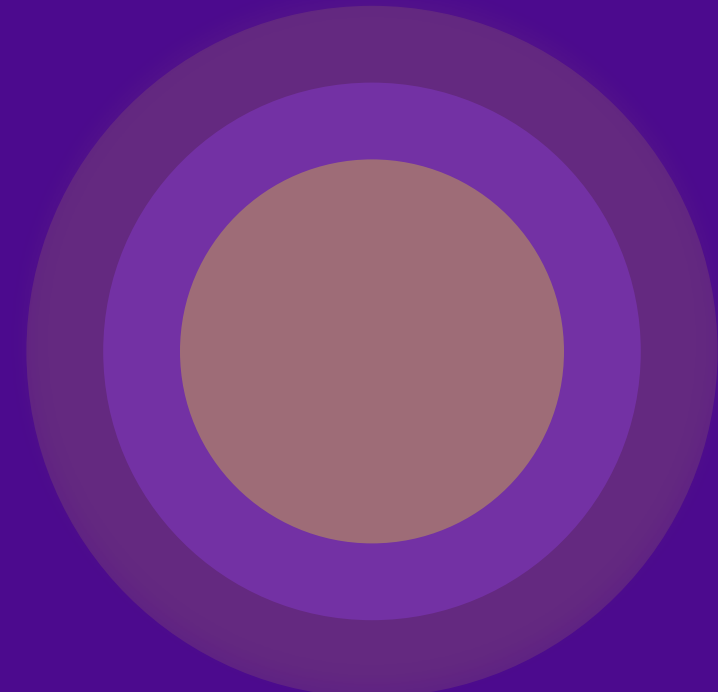
Home Health Agency

AI Workflow Automation

Personal Home Agency

Remote Patient Monitoring Pilot

Senior Care / Nursing Home



**HEALTHCARE TECHNOLOGY
CONSULTING**

Serving IDD Agencies • Senior Care • Home Health

CASE STUDY

01

DOCUMENTATION &
HIPAA COMPLIANCE

THE CHALLENGE

Personal Care Home — 47 Residents 18-Month Engagement

✗ Multiple HIPAA violations cited in state audit

✗ Inconsistent documentation across 3 shifts

✗ Staff unfamiliar with EHR compliance standards

✗ Missing incident reports & medication logs

✗ No standardized policy infrastructure in place

IMPERIUM'S APPROACH

HIPAA Gap Analysis

Conducted full-site audit identifying 14 documentation gaps

Policy Architecture

Designed 22 customized compliance policies aligned to state regs

EHR Training Program

Delivered 3-day Therap EHR intensive for all 28 staff members

Documentation Templates

Built shift-specific charting templates reducing time by 40%

Compliance Calendar

Established monthly audit cycles with assigned accountability

MEASURABLE RESULTS

100%

HIPAA Violation Resolution

All 14 cited deficiencies corrected within 90 days

94%

Documentation Accuracy Rate

Up from 61% at baseline assessment

40%

Charting Time Reduction

Staff now averaging 18 min vs. 30 min per shift log

Zero

Repeat Violations

Clean 12-month post-engagement audit record

"Imperium didn't just fix our documentation — they transformed our entire compliance culture. We went from reactive to proactive."

— Administrator, 47-Resident Personal Care Home, Georgia

THE CHALLENGE

Home Health Agency — 80 Aides 24-Month Engagement

✗ 68% annual staff turnover — industry avg is 40%

✗ Chronic understaffing leading to missed client visits

✗ No structured onboarding or mentorship program

✗ Low staff morale; exit interviews citing burnout

✗ Rising recruitment costs eating into margins

CASE STUDY



02

STAFF RETENTION
& HOME HEALTH

IMPERIUM'S APPROACH

Retention Root-Cause Analysis

Conducted 45 structured exit + stay interviews to map turnover triggers

Onboarding Redesign

Built 30-60-90 day onboarding program with peer mentorship pairing

Competitive Compensation Study

Benchmarked wages; identified a 12% below-market gap in base pay

Recognition & Engagement Program

Launched quarterly awards, milestone bonuses, and career pathway maps

Scheduling Technology Upgrade

Implemented smart scheduling reducing split shifts by 55%

MEASURABLE RESULTS

68% → 38%

Turnover Rate Reduction

Dropped 30 percentage points within 18 months

\$128K

Annual Recruitment Savings

Based on avg. cost-per-hire of \$3,200 — reduced rehires by 24 annually

97%

Shift Coverage Rate

Up from 79% — near-elimination of missed visits

4.6/5

Staff Satisfaction Score

Post-engagement survey, up from 2.9/5 at baseline

"We stopped seeing staff as a revolving door. Imperium's retention framework rebuilt trust between management and our aides — that changed everything."

— Director of Operations, Home Health Agency, Metro Atlanta

CASE STUDY

03

AI AUTOMATION &
GOVERNANCE

THE OPPORTUNITY

Personal Home Agency — 43 Staff 20-Month AI Transformation Engagement

- ✗ Manual intake & scheduling consuming 14+ hrs/week of admin time
- ✗ No AI governance framework — staff using consumer AI unsafely
- ✗ Billing errors from manual documentation costing \$3.5K/month
- ✗ Client onboarding taking 3–5 days with no digital workflow
- ✗ Zero AI integration for client-facing solutions or reporting

I

AI WORKFLOW AUTOMATION

Automated intake → scheduling pipeline (saving 14 hrs/wk)

AI-powered billing audit & correction engine

Smart documentation assistants for DSPs

Client onboarding reduced to 4 hours

II

AI STRATEGY & ROADMAP

12-month phased AI adoption plan

ROI-mapped technology prioritization

Vendor evaluation & contract guidance

Staff capability assessment & upskilling plan

III

AI GOVERNANCE & POLICY

HIPAA-compliant AI acceptable use policy

Data classification & privacy guardrails

Staff AI training certification program

Incident response protocol for AI failures

IV

CLIENT-FACING AI SOLUTIONS

AI care summary reports for families

Predictive health trend alerts for case managers

Automated wellness check-in workflows

New revenue stream: AI advisory tier launched

TRANSFORMATION RESULTS

20-Month AI Engagement — 43-Staff Personal Home Agency

14 hrs

Weekly Admin
Time Saved

\$42K

Annual Billing
Error Recovery

4 hrs

Client Onboarding
(was 5 days)

2 New

AI-Powered Client
Revenue Streams

✓ **AI Governance Policy Adopted**

First HIPAA-compliant AI policy in the agency's 12-year history — staff trained and certified within 60 days

✓ **Staff AI Confidence**

88% of staff rated 'confident using AI tools safely' post-training (vs. 9% pre-engagement)

✓ **New Client Revenue Tier Launched**

AI advisory service offered to agency's own client roster — 3 clients enrolled at \$1,200/month

✓ **Regulatory Readiness**

Passed state operational review with zero AI-related compliance flags — a regional first

"We were a 43-person agency operating like it was 2010. Imperium gave us an AI foundation, a governance policy, and new revenue we didn't know was possible."

THE CHALLENGE

Senior Care / Nursing Home — 62 Residents 16-Month RPM Pilot Engagement

- ✗ 22 avoidable ER visits in prior 12 months — costing \$4K–\$8K each
- ✗ No real-time vitals monitoring between scheduled nurse checks
- ✗ Staff untrained on early warning signs across multiple conditions
- ✗ Multi-condition clients (cardiac, diabetes, COPD) managed reactively
- ✗ Zero RPM billing infrastructure — leaving reimbursement uncaptured

CASE STUDY



04

REMOTE PATIENT
MONITORING

PILOT SNAPSHOT

22 Clients Enrolled

Selected from 62-resident census via chronic condition risk scoring

4 Conditions Monitored

Hypertension · Diabetes · COPD · Heart Failure

Devices Deployed

BP cuffs · pulse oximeters · glucose meters · weight scales

01

CLINICAL ASSESSMENT

Risk-stratified 22 clients from full 62-person census

Set baseline vitals & condition-specific alert thresholds

Coordinated with attending physicians on monitoring parameters

02

DEVICE PROCUREMENT

Sourced HIPAA-compliant, cellular-enabled RPM devices

Negotiated vendor contracts — avg. \$48/device/month

Configured alert routing to charge nurse dashboard

03

STAFF TRAINING

2-day RPM certification for 18 nursing & care staff

Condition-specific response protocols (BP spike, O2 drop, glucose alert)

Escalation tree: aide → charge nurse → physician

04

BILLING INFRASTRUCTURE

Enrolled facility in Medicare RPM program (CPT 99453/99454/99457)

Built documentation workflow capturing 20-min monthly monitoring time

Projected \$145–\$165 per enrolled client per month in reimbursement

12-MONTH PILOT RESULTS

22 Enrolled Clients · Senior Care / Nursing Home · Multi-Condition RPM Program

68%

**Reduction in
Avoidable ER Visits**

Down from 22 to 7 visits in 12 months

\$3,520

**Monthly RPM
Reimbursement**

*Avg. \$160/client/mo · 22 clients · Medicare CPT
99453–99457*

14 hrs

**Earlier Clinical
Intervention**

*Avg. lead time from alert to action vs. next scheduled
nurse check*

91%

**Staff Alert
Response Rate**

*Alerts actioned within protocol window (up from 0% at
baseline)*

✓ Clinical Outcomes

BP control improved in 14 of 16 hypertension clients. 3 early CHF exacerbations caught before hospitalization.

✓ Staff Competency

18 staff RPM-certified. Facility now has a documented escalation protocol applied across all 62 residents.

✓ Revenue Impact

RPM billing added \$42,240 in annual Medicare reimbursement — device costs recovered within 4 months. Year 2 expansion to 40 clients approved.

✓ Regulatory Readiness

Zero RPM-related deficiencies in annual state survey. Full audit trail maintained in EHR — cited as model program.

"We stopped reacting to emergencies and started preventing them. Three hospitalizations avoided in the first quarter alone — that's real money and real lives."

— Director of Nursing, Senior Care Facility, Georgia

READY TO TRANSFORM YOUR HEALTHCARE OPERATION?

Imperium Health Tech partners with agencies like yours to build compliance infrastructure, retain your workforce, and leverage AI to grow your impact and your revenue.



**HIPAA &
Compliance**



**Workforce &
Retention**



**AI Strategy &
Automation**



**Remote Patient
Monitoring**

SCHEDULE YOUR STRATEGY SESSION

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