

FOR IMMEDIATE RELEASE

April 08, 2025

CONTACT: Liz LeGrande
Homecare Homebase, LLC

(214) 498-9524

llegrande@hchb.com

Homecare Homebase Enhances Patient Care for Optimal Home Care & Hospice

Dallas, Texas – April 08, 2025 – [Homecare Homebase](#)SM (HCHB), the leading software provider for home-based care, is showcasing how Optimal Home Care & Hospice has leveraged HCHB's platform to elevate patient care. By optimizing workflows, improving care coordination and providing access to real-time data, Optimal has been able to provide a higher standard of care while giving clinicians the ability to spend more time focusing on their patients.

Optimal's leadership, rooted in clinical experience, recognized the need for a system that would improve care continuity and give staff immediate access to accurate patient records. With HCHB, they have streamlined operations to ensure that care plans are more robust, patient interactions are more meaningful and clinicians are empowered to deliver care with greater efficiency.

"The impact HCHB has had on our clinical processes and patient interactions is significant," added Phillip L., Director of Homecare Services at Optimal. "Our team now has the tools they need to provide high-quality care, and our patients have noticed the difference."

Strengthening Continuity of Care

HCHB's scheduling and mapping tools have played a key role in maintaining continuity of care by allowing Optimal to assign the right clinician to the right patient based on location and availability. This has helped the agency improve care transitions, keeping patients engaged and comfortable with their providers.

"We really strive for continuity of care," added Phillip L. "With HCHB, we can better coordinate our scheduling so patients aren't constantly seeing new faces. This builds trust and improves overall satisfaction."

Improving Care Coordination and Patient Engagement

The ability to access and update patient information in real time has enabled Optimal's clinicians to be more engaged during visits. Instead of spending time searching for patient history or navigating documentation processes, clinicians can focus on delivering personalized care.

"Patients don't always get to see their hospital notes, but now I can pull them up and show them exactly what's going on," said Jennifer M., an RN at Optimal. "It helps them feel more informed and involved in their own care."

Reducing Hospitalizations and Enhancing Outcomes

Optimal has seen a measurable decrease in hospital readmissions since implementing HCHB. With better data tracking and a clearer understanding of patient conditions, the agency has been able to take proactive steps to prevent avoidable hospital visits.

"Because HCHB is so data-driven, we can now target why patients are going to the hospital and intervene before issues escalate," said Phillip L. "Since putting this process in place, we've already noticed a decline in hospitalization rates compared to last year."

Additionally, with more structured documentation and real-time reporting, Optimal has improved compliance with regulatory standards while ensuring that all aspects of patient care are properly documented and communicated across teams.

As Optimal continues to enhance patient care, the agency remains committed to leveraging technology to support its mission. With HCHB as its foundation, Optimal is better equipped to track patient progress, coordinate care effectively, and create a seamless experience for both clinicians and patients.

To learn more about how Homecare Homebase is helping agencies like Optimal Home Care & Hospice improve patient care, visit hchb.com.

About Optimal Home Care & Hospice

Nurse-owned and operated since 2006, Optimal Home Care & Hospice serves homebound adult patients in Wayne, Oakland, Macomb and southeast Livingston counties. Optimal is constantly working to redefine industry quality standards by improving on our cost-effective service delivery model, providing extensive training to staff, and adopting innovative tools and technology. The organization provides advanced practice & skilled nursing, therapy, home health aide, dietician, specialty care and medical social services. To learn more about Optimal Home Care & Hospice visit optimalcareinc.com.

About Homecare Homebase, LLC

Founded by industry veterans in 1999, Homecare HomebaseSM (HCHB) is a Dallas-based software leader empowering exceptional home-based care through hosted, cloud-based technology solutions and administrative services. HCHB's customized mobile solutions enable real-time, wireless data exchange and communication between field clinicians, physicians and office staff for better care, more accurate reporting and improved revenue cycle management. HCHB's products and services streamline operations, simplify compliance and boost clinical and financial outcomes for home-based care agencies. Each year, over 300,000 HCHB users serve approximately one million patients daily, resulting in over 121 million annual visits. Homecare Homebase is a Hearst Health company. For more information, visit www.hchb.com or call us toll-free at 1-866-535-HCHB (4242).

About Hearst Health

The mission of Hearst Health is to guide healthcare organizations by delivering essential intelligence and software that improve the quality, safety and efficiency of care. Hearst Health has been innovating with care for more than 40 years, with a commitment to making a lasting positive impact on health. The Hearst Health companies — [FDB](#), [Homecare Homebase](#), [MCG](#), [MHK](#), [QGenda](#) and [Zynx Health](#) — elevate care by informing and empowering participants across the health journey. To learn more, visit www.hearst.com/hearst-health and follow @Hearst Health on [LinkedIn](#).