

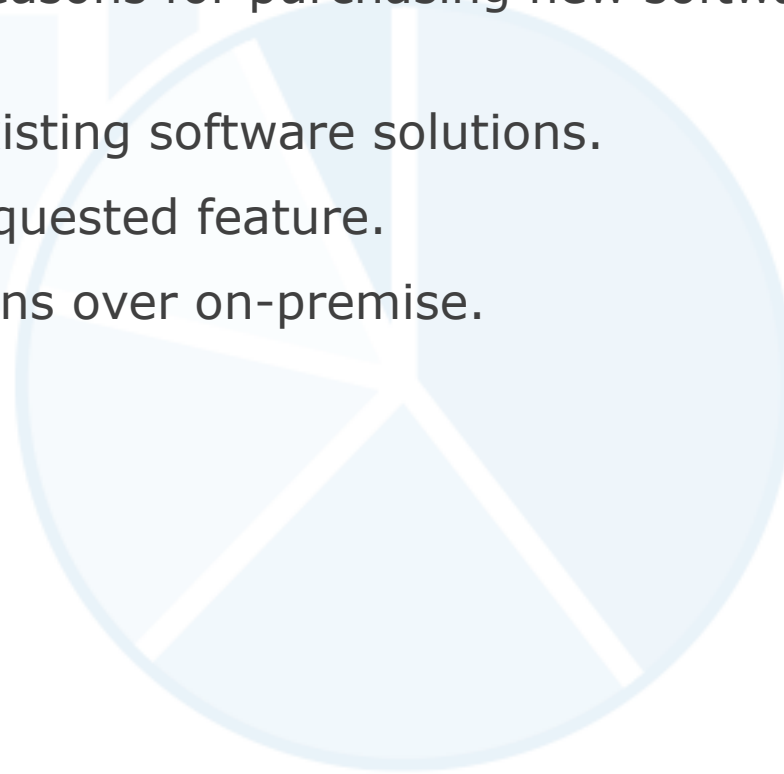
Home Health Software BuyerView Report

Insight into today's software buyer

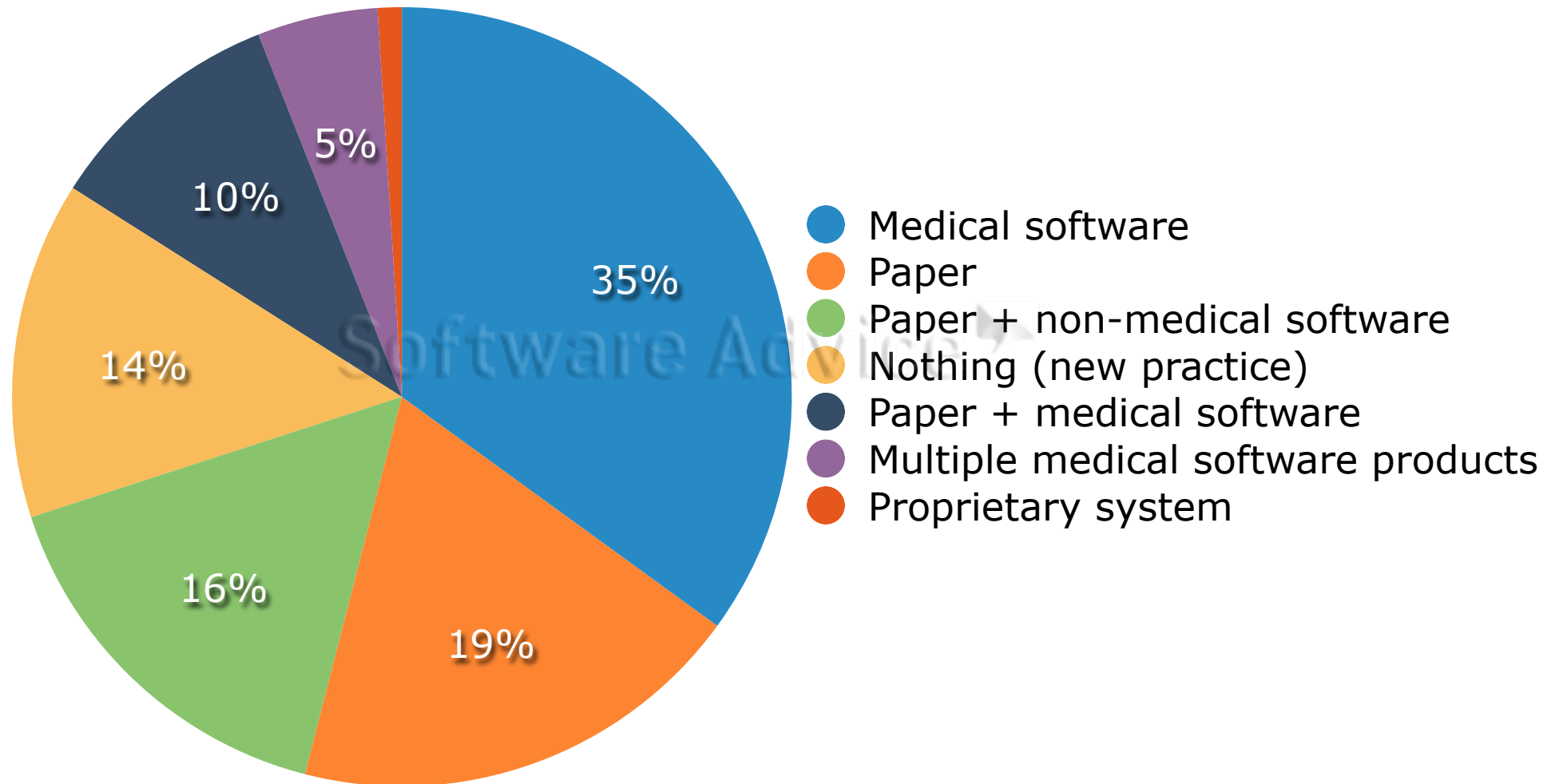
Abstract

We analyzed 385 interactions with home health software buyers to uncover their most common pain points and reasons for purchasing new software. Key findings included:

- Most buyers were replacing existing software solutions.
- Field support was the most-requested feature.
- Buyers preferred Cloud solutions over on-premise.

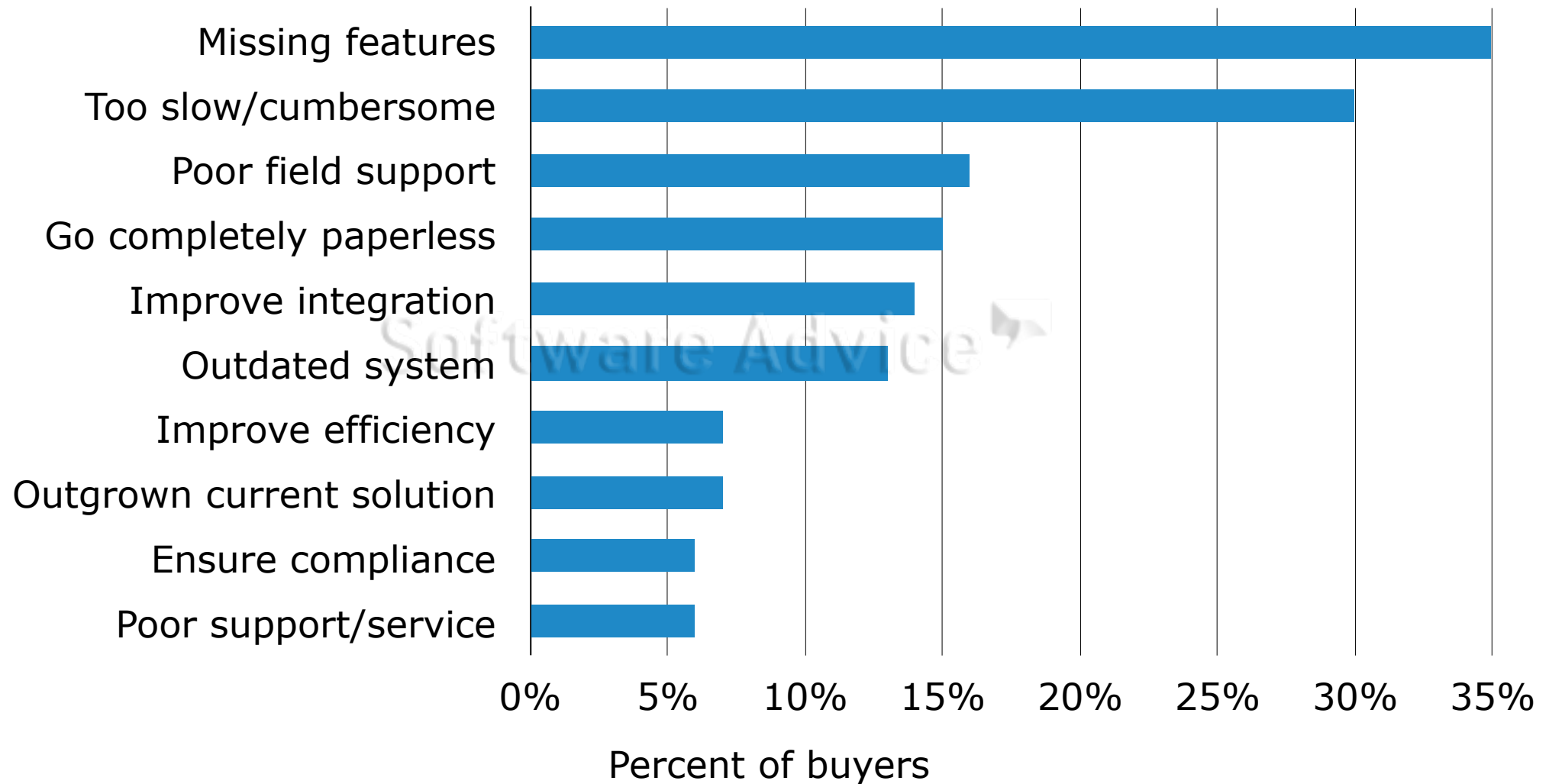


Most Buyers Are Replacing Existing Software



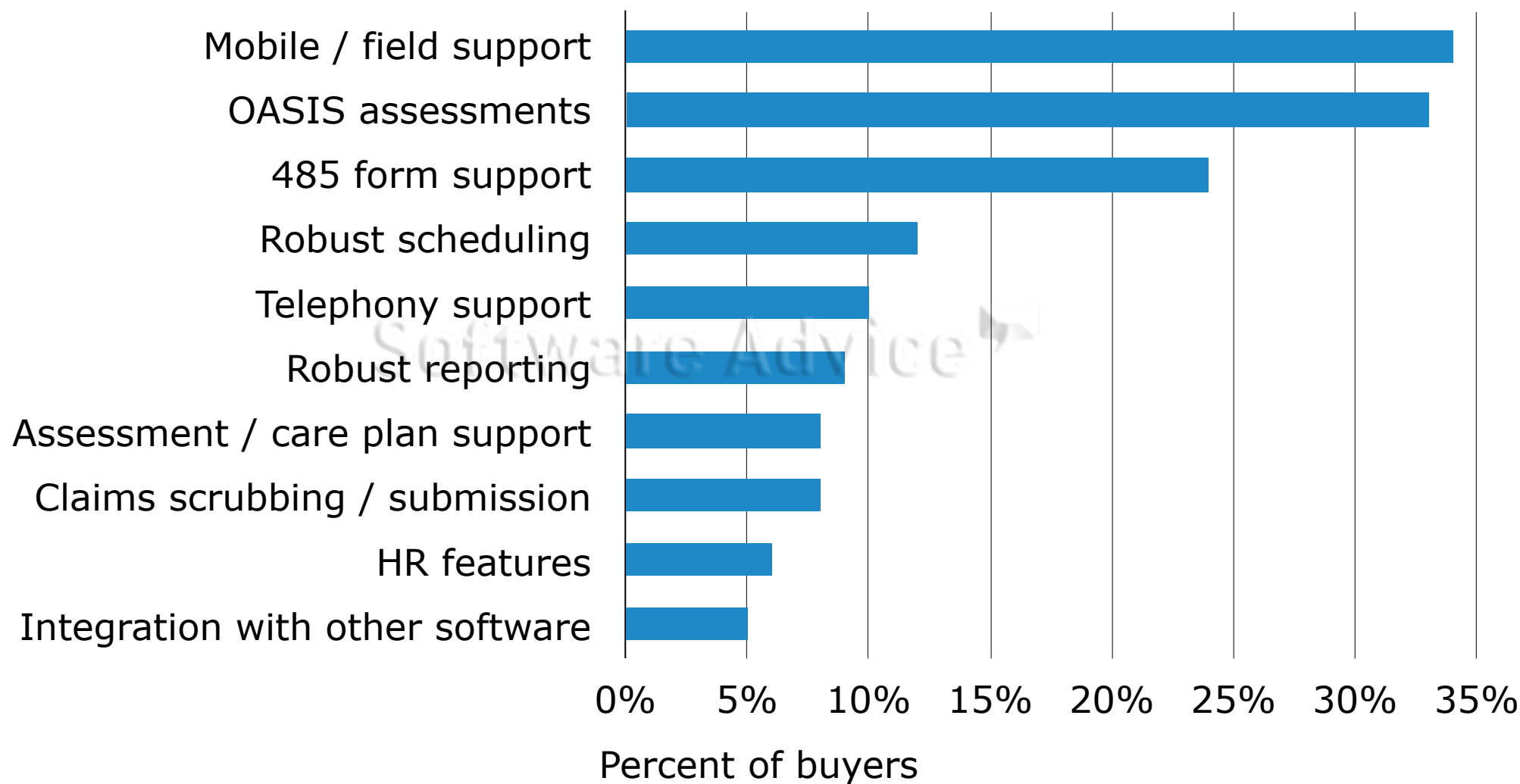
Only 33 percent of buyers were purchasing software for the first time. The rest were replacing one or more existing software solutions of some sort.

Existing Software Users Seek More Robust Solutions



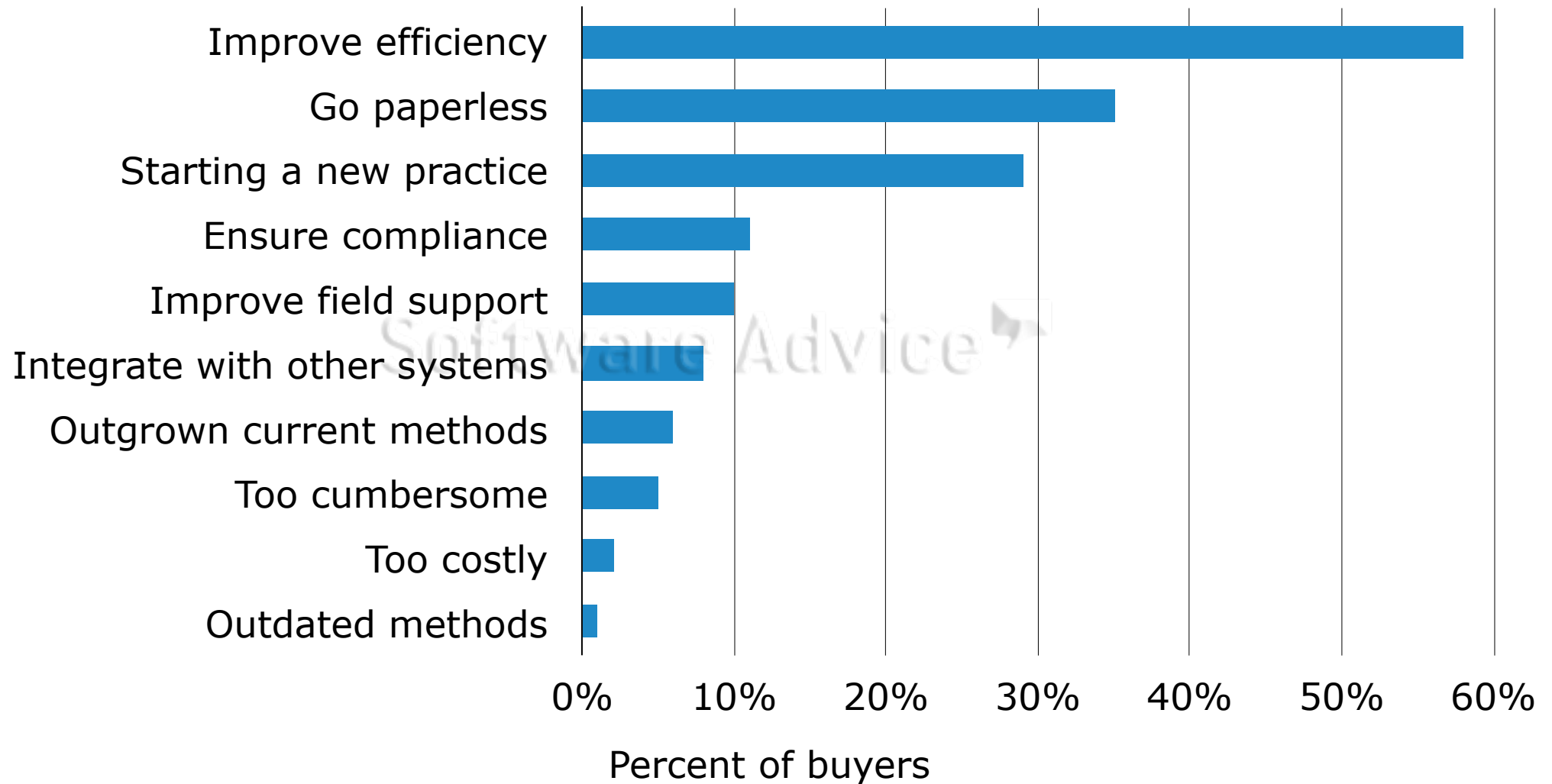
35 percent of buyers replacing their existing software cited the need for more features. Current software being too cumbersome was another key problem.

Home Health Buyers Want Field Support



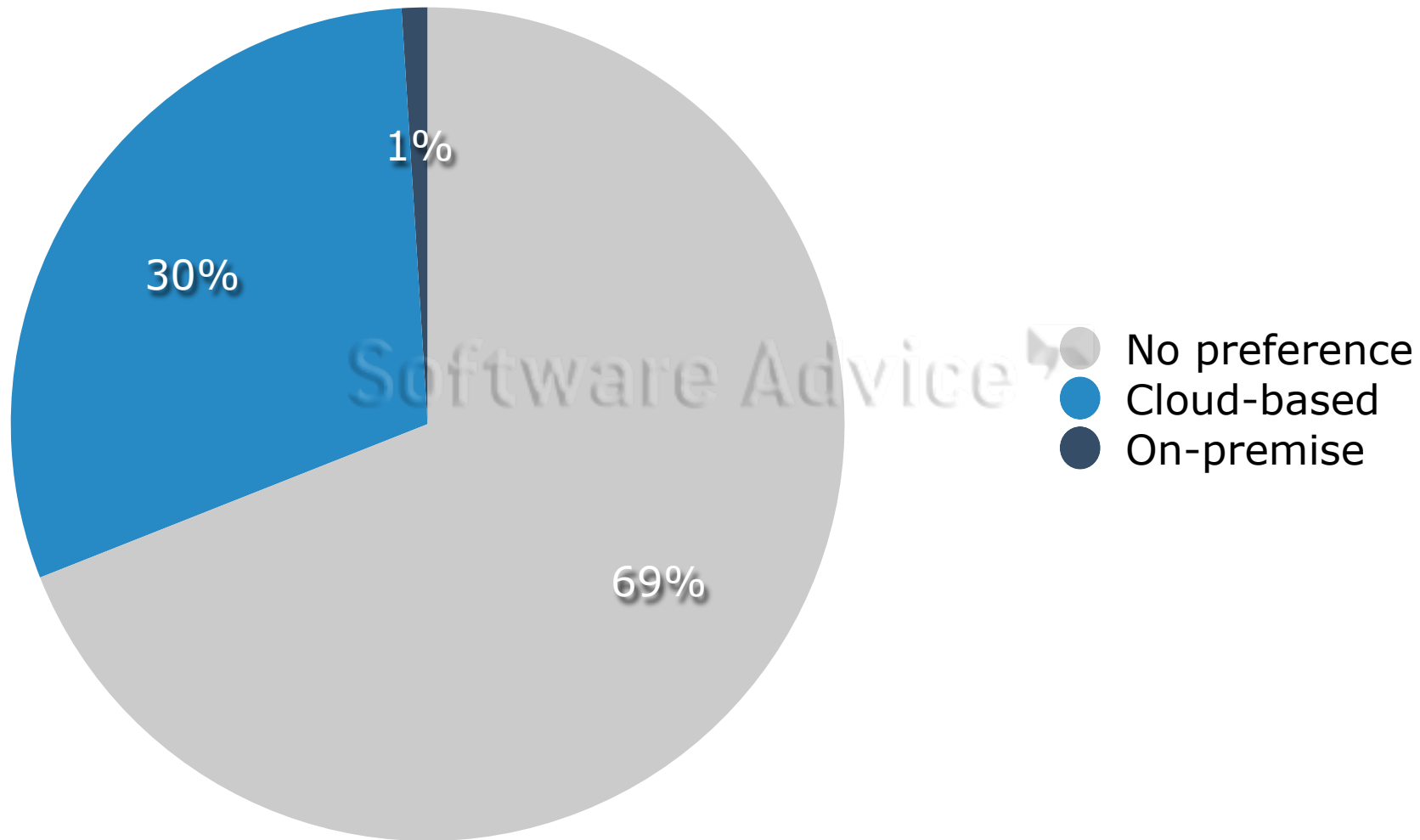
The most requested feature among buyers was the need for improved field support, typically in the form of mobile access.

First-Time Buyers Want the Efficiency of Going Digital



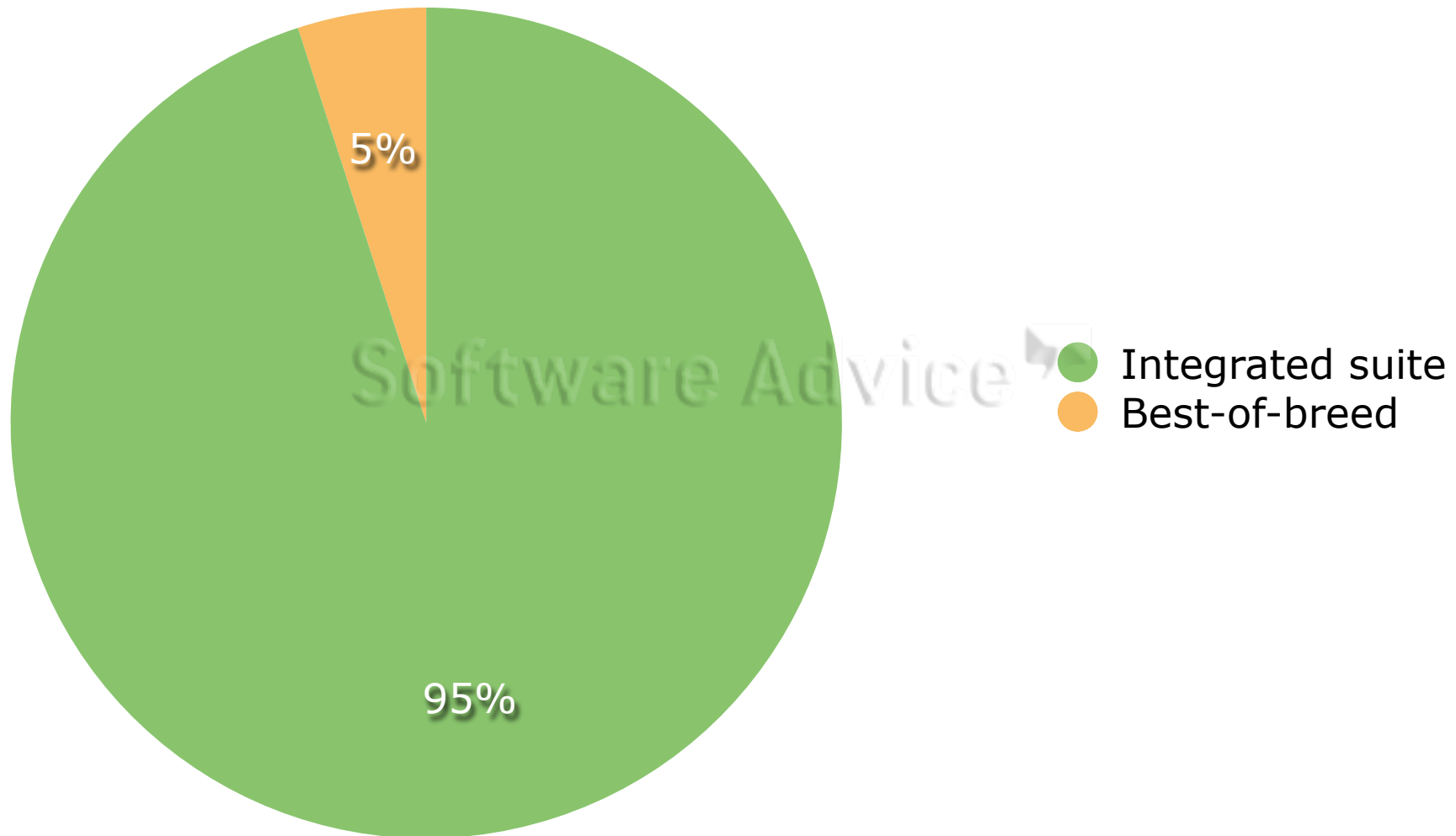
Buyers purchasing software for the first time were seeking the expected benefits of a digital practice: improved efficiency and the elimination of paper.

Buyers Generally Prefer Cloud-Based Software



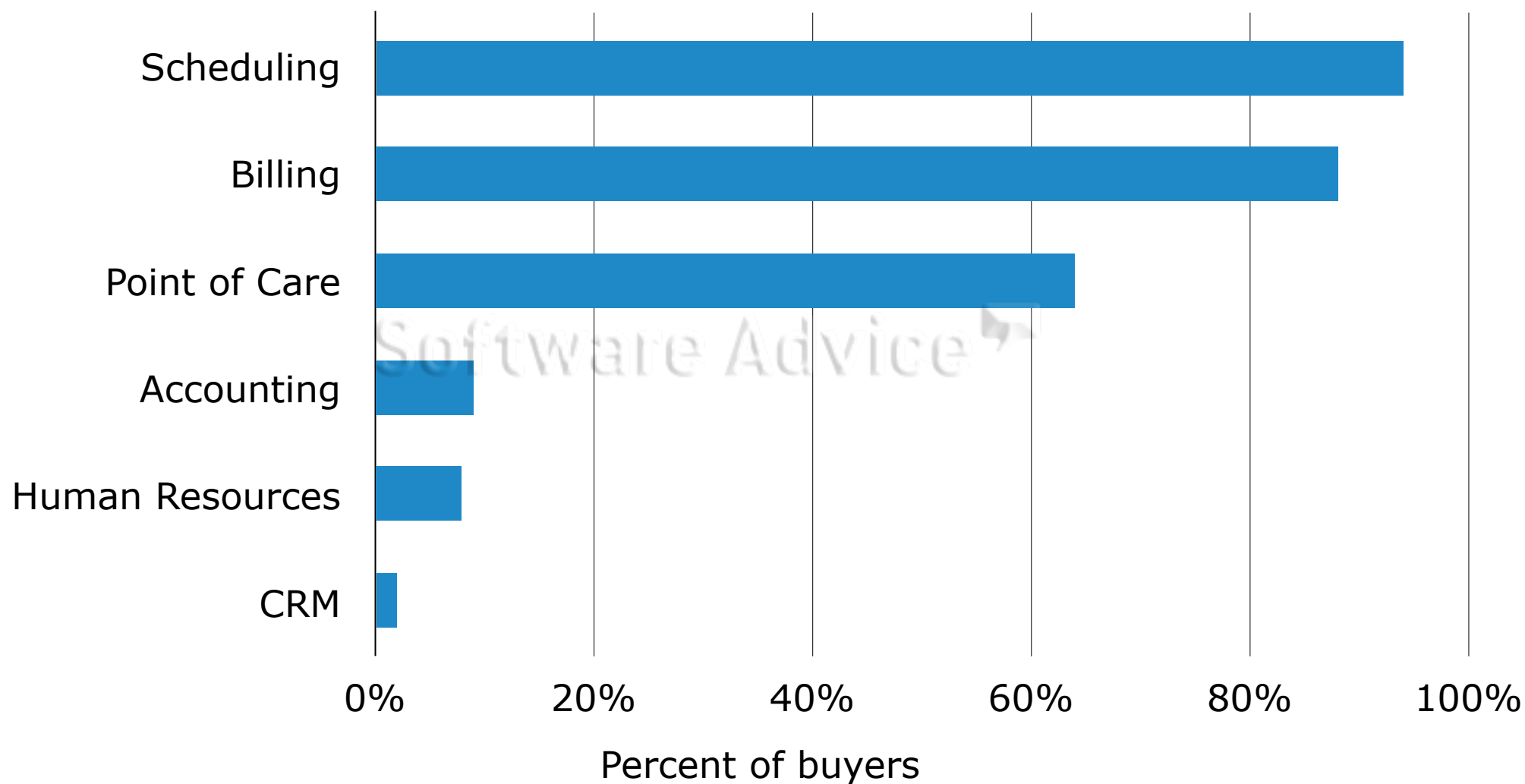
Though most buyers didn't state a deployment preference, among those who did, 97 percent preferred Cloud-based software.

Buyers Overwhelmingly Prefer Integrated Suites



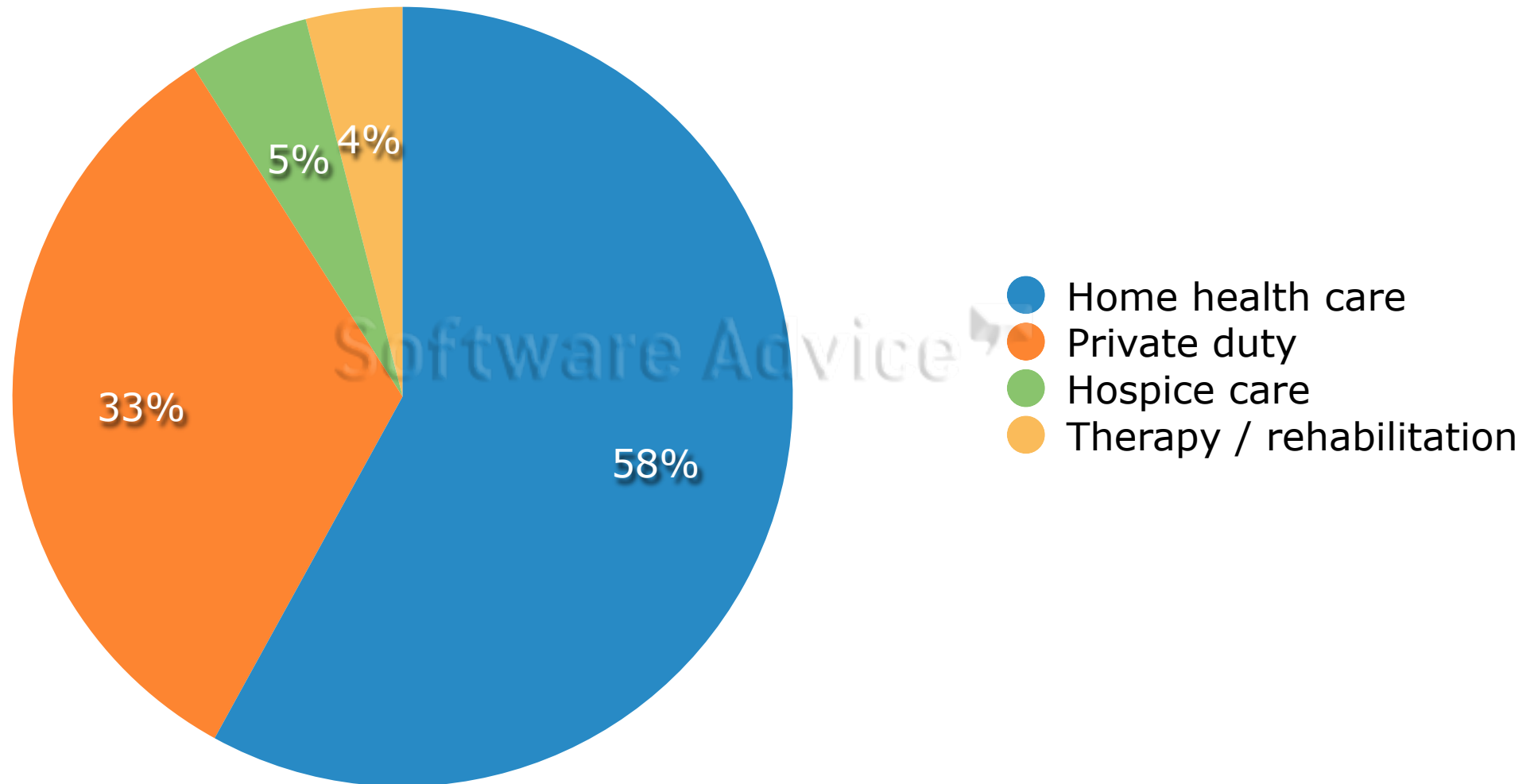
The vast majority of buyers were looking for a single software solution that integrates multiple applications (as opposed to a single application on its own).

Most Buyers Seek Scheduling and Billing



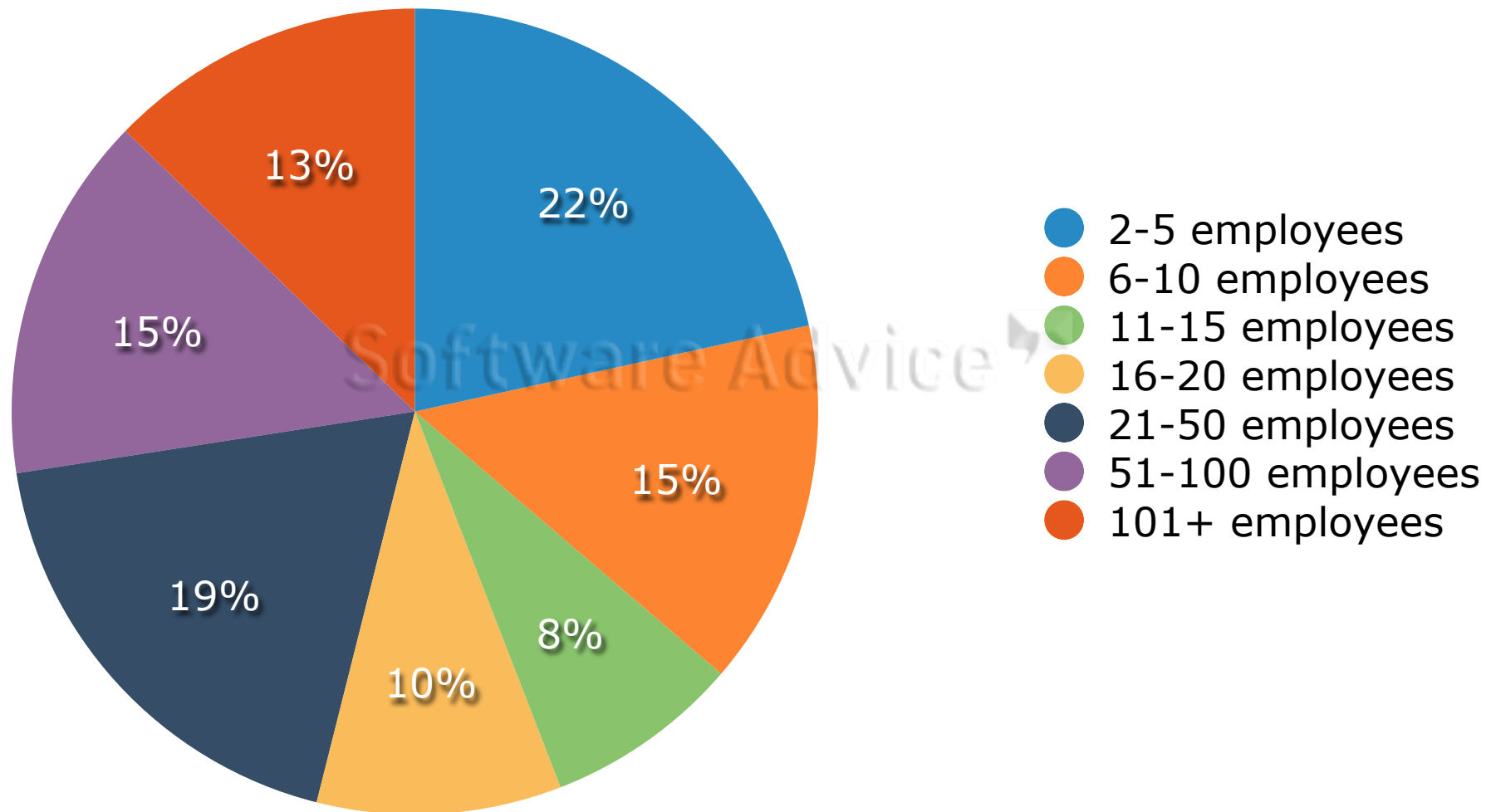
Administrative features such as scheduling and billing were requested by most buyers. Over 60 percent also sought point of care clinical solutions.

Buyer Segments Represented in Our Sample



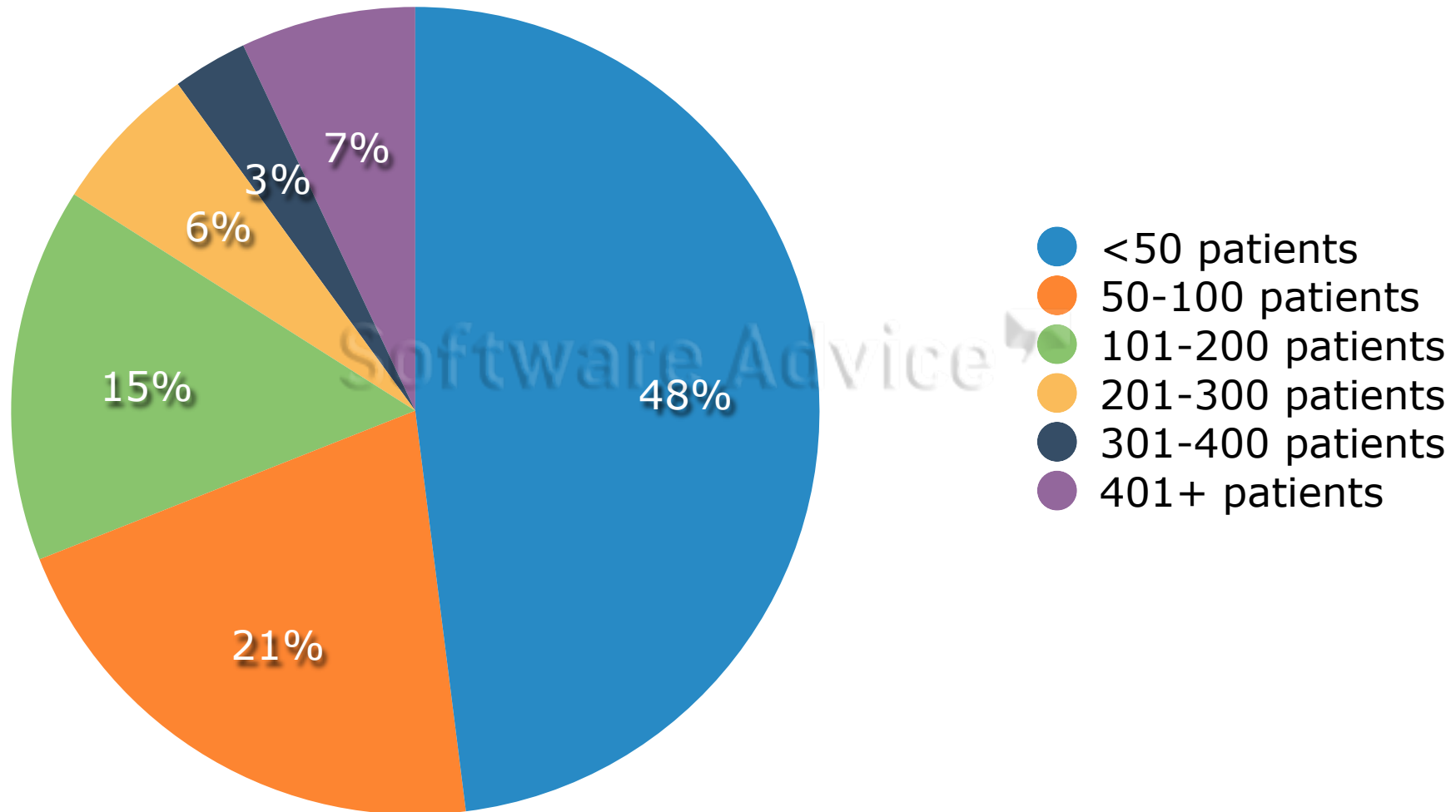
Most of the buyers we spoke to came from traditional home care agencies, with private duty home care nurses also comprising a significant portion of the sample.

Number of Employees in Buyers' Organizations



The buyers we spoke to came from a variety of organization sizes, split almost evenly between those with <10, those with 10-50 and those with >50 employees.

Number of Patients Under Care at Buyers' Organizations



Although employee sizes varied widely, the majority of the buyers we talked to were responsible for the care of fewer than 100 patients.

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