



WEBINAR



# Scaling smarter

Intelligent workflows that power  
home-based care growth

Tuesday, March 31, 2026 | 2 pm ET

Welcome!



**Rob Snyder**

Chief Technology Officer  
Avid Health at Home



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VP, Customer Growth  
AlayaCare



# Housekeeping

**Welcome! We're so glad you could join us.**

Today's webinar will be approximately 45 minutes including Q&A.

- ✔ All attendees will be muted and have their cameras off.
- ✔ Questions can be submitted via the "Q&A" button on your screen.
- ✔ If we don't have time to answer all questions a member of our team will follow-up via email.
- ✔ The webinar recording will be emailed to you within 48 hours.



# AlayaCare

Better technology. Better outcomes.



# Agenda

**Market trends, challenges and opportunities**

**Tech-enabled growth strategies**

**Building an integrated tech stack for growth**

**AI strategy and continuing adoption**

**Q&A session**

## Scaling smarter

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# Market trends, challenges, and opportunities



### Poll question

When you think about scaling your home-based care organization, which challenges feel the most limiting today?

- Operational bottlenecks (intake, scheduling, auths, billing)
- Documentation
- Workforce capacity and retention
- Fragmented technology and data silos
- Other (please specify)

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# Market trends, challenges, and opportunities



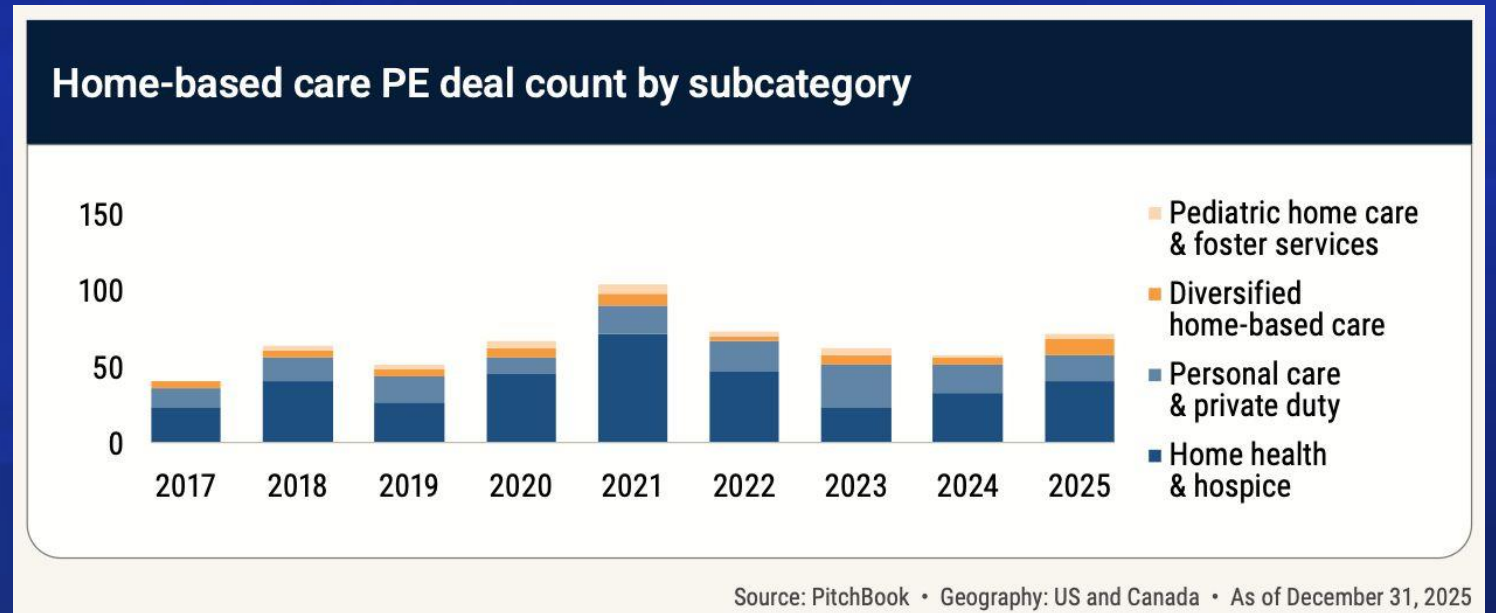
What are the biggest forces shaping home-based care growth?

Where are you seeing organizations get stuck from a workflow and technology perspective?

What are the most pressing challenges you're solving for or focusing on right now?

## Increased M&A in the home-based care market means:

- More competition
- More density
- More focus on execution and quality



*"Looking ahead to 2026, we are seeing buyers lean even more heavily on proof of execution, including workforce stability, documentation discipline, and measurable performance, while remaining highly active across the continuum."*

**- Capstone Partners**

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## Avid Health at Home

At a glance



BETTER TECHNOLOGY. BETTER OUTCOMES.

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# Avid's tech-enabled growth strategy and M&A journey

How does M&A fit into your growth strategy and how does it look like practice?

When does technology come into the picture when you think about integrating new organizations and scaling?

What did you know you needed from your core platform to make these strategies viable?



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Avid Health at Home on AlayaCare

# Key statistics overview

Metric	Result
States served	3 states
Number of acquisitions	8 acquisitions
Client census growth	+260% in 2024 +26% in 2025
Scheduled hours/month	~100,000 hours
Caregiver caseload efficiency	+22% YoY improvement in scheduled clients per employee
Visit verification ratio	+95% (approved hours vs. scheduled hours)

BETTER TECHNOLOGY. BETTER OUTCOMES.

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# Building an integrated tech stack that supports growth

What's an example of an end-to-end workflow where multiple types of tech work together to remove friction?

What have you learned about integrating tools in a way that simplifies tasks for caregivers and office teams?

How do you measure how your tech stack is supporting your growth?

Looking ahead, where do you see the next tech opportunities?

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# AI strategy and adoption




### Poll question

How is your organization using AI today?

- Documentation and form automation
- Translating documents or language support
- Caregiver support and training
- Risk prediction and client insights
- Scheduling and routing
- Matching clients with caregivers
- Our organization is not currently using AI


# Intelligence to scale care

Leveraging AI as a tool to simplify, streamline and automate




Embedded Intelligence

The icon for Embedded Intelligence features a central blue circle with a white ring, surrounded by three floating rectangular panels. Each panel displays a different medical or healthcare-related icon: a person with a heart, a document with a checkmark, and a person with a speech bubble. The panels are connected by dotted lines, suggesting a networked or integrated system.




Assistants

The icon for Assistants shows a central circular hub with a white border and a blue background, containing three stylized human figures. This hub is connected to three rectangular panels below it, each with a different icon: a person with a heart, a document with a checkmark, and a person with a speech bubble. The panels are arranged in a fan shape around the central hub.



Co-Pilots

The icon for Co-Pilots depicts a large, light blue rectangular panel representing a user interface or document. A smaller, darker blue rectangular panel is overlaid on the right side of the larger panel, showing a different view or a specific section of the document. The panels are set against a purple gradient background.



Agents

The icon for Agents illustrates a workflow or process. It features a horizontal sequence of elements: a blue button labeled 'Review', a blue button with a white 'AI' icon, and a yellow document icon with a person silhouette. Below these elements is a horizontal line with three blue checkmarks and one yellow circle, indicating a progress or status bar. The entire icon is set against a dark blue gradient background.

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# Avid's AI strategy and continuing adoption

What initially sparked interest in AI for Avid Health at Home?

Can you share some early feedback from participating in the AlayaFlow early access?

Where do you see promise in the future of agentic AI?

How are you thinking about rolling learnings out across your portfolio companies?

# Q&A

Please use the Q&A button on your screen to submit questions



Are you interested in learning more about AlayaCare?

# Ready to learn more?

Visit our resource hub:

## [AI in home-based care: Resource hub](#)

- ✓ E-guides, webinars, blogs, videos, and more

The banner features the logos for AlayaCare, nevvon, and Checked In Care at the top left. The main title is 'Caregiver-first technology to retain and support care staff', with a subtitle 'Building frontline experiences that reduce burnout and boost efficiency'. The date and time are 'Thursday, April 16, 2026 | 2 PM ET'. A yellow 'Register Now' button is located at the bottom left. On the right side, there are three circular portraits of speakers: Etienne Mayrand (Director of Product Management at AlayaCare), Allan Levine (Chief Commercial Officer at nevvon), and Melissa Chavez (Director of North American Operations at Checked In Care).

Links are in the resources section of the webinar window and will be in the follow-up email with the webinar recording.

 AlayaCare

**Thank you!**

[www.alayacare.com](http://www.alayacare.com)