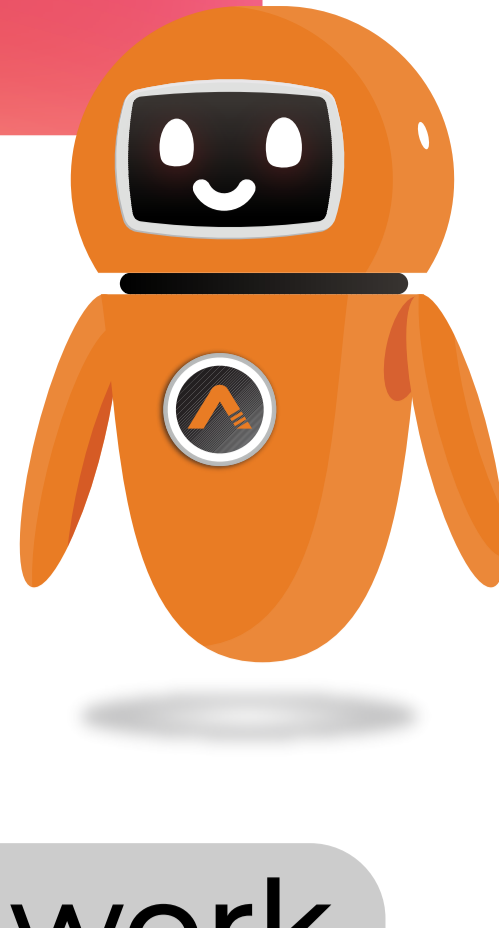


# AI in Hospice Care: Doing More with Less, Without Losing Compassion



Hospice care is at a turning point

**Demand  
is  
Surging**

**Workforce  
is  
Shrinking**

**Admin work  
is  
Exploding**

The result?

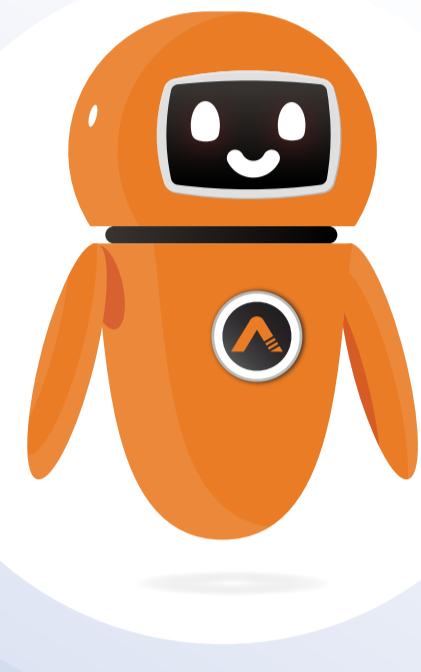
Clinicians spend more time on paperwork than with patients.

## The Hospice Crisis

- 1 Demand Surge**  
Aging population and care needs rising.
- 2 35% Staffing Challenge**  
Clinicians in short supply
- 3 71% Increased Stress**  
Nurse Burnout rising
- 4 2+ Hours of Paperwork**  
per Admission lost to documentation
- 5 HOPE Compliance Risk**  
upto 4% Revenue Loss

**“As per estimates, around 1 out of 5 hospice agencies is incorporating AI in their operations.”**

## What is AI in Hospice Care



AI in hospice care is a connected ecosystem of capabilities transforming clinical operations, compliance, and patient experience.

## AI Types in Hospice Care

AI Type	What it Does	Hospice Use
<b>Machine Learning</b>	Finds Patterns	Decline prediction, Coding
<b>NLP</b>	Understands Language	Clinical notes, Voice Documentation
<b>RPA</b>	Automates Tasks	Billing, Eligibility Checks
<b>Agentic AI</b>	Multi-step Automation	HOPE Compliance Workflows
<b>Ambient AI</b>	Real-time Capture	Visit Documentation

## AI Use Cases in Hospice Care

Use Case	Description	Benefits
Eligibility Verification	Automates checking insurance coverage before admission.	Reduces time, errors, and reimbursement delays.
Patient Onboarding & Intake	Extracts referral data from various sources.	Improves data accuracy, conversion rate, and response time.
Prior Authorization	Automates submitting and monitoring authorization requests.	Reduces friction, delays, and improves access to care.
HOPE Aligned Clinical Documentation	Uses voice notes to automatically fill assessment fields.	Saves time, ensures accuracy, and triggers follow-up visits.
Predictive Patient Decline Analytics	Predicts patient decline with high precision.	Improves IDG team preparation, family support, and quality metrics.
EMR Automation	Automates data entry, synchronization, and workflow navigation.	Reduces administrative overhead, ensures compliance, and provides real-time visibility.
Assessment and HOPE Completion	Assists with scheduling, drafting, validation, and submission.	Improves on-time submission rates and reduces missing elements.
Revenue Cycle Management	Optimizes claims preparation, submission, and denial handling.	Reduces errors, avoids penalties, and improves revenue.
Service Intensity Add-On (SIA) Optimization	Connects decline analytics to SIA capture.	Prompts skilled visit scheduling and ensures documentation supports billing.
Bereavement Support and Family Engagement	Uses sentiment analysis, chatbots, and advance care planning AI.	Categorizes families, provides 24/7 support, and initiates conversations.

## Benefits of AI in Hospice Care

**70%-80% Reduction**

in Referral Response Time

**90% Success Rate**

in Prior Authorization

**100% Accuracy**

for Intake Admission

**50% Less**

Hospice Readmission Rate

**80%-85% Higher**

Hospice Readmission Rate

**15 FTE**

Equivalent Manual Work Reduction

## How AutomationEdge CareFlo AI Transforms Hospice Care

- Intelligent Referral Intake**  
Auto-process referrals & EMR entry
- Eligibility & Authorization**  
Instant insurance verification
- EVV & Caregiver Automation**  
Automated visit tracking & alerts
- Clinical Documentation**  
Ensure complete, compliant charts
- Revenue Cycle Optimization**  
Streamline claims & boost revenue

## End-to-End Workflow Orchestration

Intake & Admission

Documentation & Compliance

Billing & Revenue

## Manual vs. AI-Driven Processes

Manual		AI-Driven
20-45 mins	Eligibility	2-5 mins
2+ hours	Documentation	60-80% faster
manual, error-prone	HOPE Tracking	automated & validated
multi-day delays	Prior Auth	real-time automation
inconsistent	Bereavement	AI-triggered outreach

Give clinicians more time for what truly matters;  
**Patients**

Discover how AI makes it possible