

HOME HEALTH & HOSPICE IT CASE STUDY:**How Bridge Home Health & Hospice Scaled from 25 to 250+ Employees in 3 Years with IT Total Care**

IT Total Care helped Bridge Home Health & Hospice grow its Bay Area operations from 25 employees in 1 location to more than 250 employees across 11 locations in three years (2017 to 2020) by serving as the region's single, accountable IT partner.

Case Study at a Glance

Client	Bridge Home Health & Hospice (bridgehh.com)
Industry	Home health and hospice
Headquarters	San Diego, California
Region supported	San Francisco Bay Area
Locations supported	Bay Area offices, including Fairfield and Walnut Creek
Engagement	March 2017 to present
Growth period	2017 to 2020 (3 years)
ITC services	Managed IT, cybersecurity, HIPAA support, VoIP, networking, Microsoft 365
Platforms	Microsoft 365, Unifi networking, VoIP phones, Windows laptops and desktops, iPhones, iPads
Results	25 to 250+ employees; 1 to 11 Bay Area locations

About Bridge Home Health & Hospice

Founded in 2013, **Bridge Home Health & Hospice** is a post-acute care provider serving the Bay Area, Northern California, the Central Coast, the Inland Empire, and Southern California. Its mission: "Committed to excellence in serving our community." Bridge was named to the Inc. 5000 list of America's fastest-growing private companies in 2020, 2021, and 2022.

Behind every home visit and patient phone call is a technology backbone. In the Bay Area, that backbone had to keep pace with rapid growth without ever putting patient data at risk.



The Challenge: Rapid growth with no one owning IT

When IT Total Care began working with Bridge's Bay Area team in March 2017, the region had 25 employees in a single location and an ambitious growth plan. Office personnel were handling IT on top of their day jobs, and no one owned it.

- **No internal IT ownership:** No one inside the organization was accountable for IT, so decisions went unmade and problems went unresolved.
- **A phone system no one could configure:** No one on staff knew how to select and set up a VoIP phone system that could handle the agency's call volume.
- **A network with no one to fix it:** No one knew how to set up the network properly or troubleshoot device and network issues when they came up.
- **HIPAA Security Rule uncertainty:** No one knew how to meet HIPAA Security Rule standards, creating compliance risk for an agency that handles protected health information.
- **No standardization:** Staff bought devices and software without considering the downstream effects. With some employees on iPhones and others on Android, managing every device from one place was impossible.

Every new hire and every new location added complexity instead of progress. Bridge needed a partner who could bring structure to its technology and move fast enough to keep up with its growth.



The Solution: A single, accountable IT partner

IT Total Care became the single point of contact for IT across Bridge’s Bay Area operations and took ownership of every problem slowing the region down.

- **Full IT ownership:** IT Total Care owned every IT issue in the region and resolved user and network problems as they came up.
- **Right-sized phone system:** We recommended a VoIP phone system built to handle Bridge’s call volume effectively.
- **Networking sized to the budget:** We recommended Unifi networking gear that could handle the network load at an affordable price.
- **HIPAA-aligned security:** IT Total Care took the lead on implementing the systems needed to meet HIPAA Security Rule standards.
- **Standardized office buildouts:** Every new office followed the same approach to cabling, networking, and VoIP setup.
- **Repeatable SOPs:** We created user onboarding, user offboarding, and hardware acquisition SOPs to standardize devices and key processes.

Every new hire, office, and device now followed a proven, repeatable process, and Bridge’s leadership no longer had to guess at technology decisions.

Before and After IT Total Care

Area	Before	After
IT ownership	Office personnel handling IT; no one accountable	IT Total Care as the single point of contact
Phone system	No one could select or configure VoIP	VoIP system recommended to handle call volume
Network	Not set up properly; no one to troubleshoot	Unifi gear sized to load and budget; issues handled as they arose
HIPAA security	Security Rule standards not understood	ITC-led implementation of HIPAA-aligned systems
Devices	Ad hoc purchases; mixed iPhone and Android	Standardized through a hardware acquisition SOP
New offices	No standard buildout	Standard cabling, network, and VoIP setup
Onboarding	Not standardized	Documented onboarding and offboarding SOPs

The Result: 10x growth on a foundation built to scale

10x

employee growth,
from 25 to 250+

11

Bay Area
locations, up from 1

3

years to get there
(2017 to 2020)

For a home health and hospice agency, growth at that pace only works if the systems behind it keep up. With IT Total Care building the IT blueprint for each new location, Bridge's Bay Area technology grew right alongside its team.

"When we started with Bridge, their office personnel were trying to handle their IT needs here in the Bay Area. Our job was to own IT, fix the messes that had been made, and build an infrastructure that could grow quickly. Their 10x growth in employees and 11x growth in offices prove that we got it done."

Brendan Duebner, President, IT Total Care

Why This Partnership Works

Home-based care agencies are in the business of people, not IT. Bridge's leadership needed a partner who could own the phone system, the network, the HIPAA requirements, and day-to-day troubleshooting so their team could stay focused on patient care.

That is the role **IT Total Care** plays for Bridge: not a vendor to call when something breaks, but a partner invested in making sure growth never outpaces the systems supporting it.



Is your home-based care agency growing faster than your IT can keep up?

IT Total Care gives you one accountable partner for phones, networks, HIPAA security, and day-to-day support, so your team can stay focused on patient care.

Contact us today: (650) 352-6400 | ittotalcare.com