CareSmartz360®
A BETTER WAY TO CARE

GGB HEALTHCARE

# The 10x Effect: **How AI Multiplies Your Team's Capacity Without Adding Headcount**

Live Webinar

**Oct 14th, 2026**

# Before we get started

- This webinar is being recorded
- The recording link and slide deck will be shared with all registrants.
- All attendees will be muted during the session
- Handling Q&A at the end

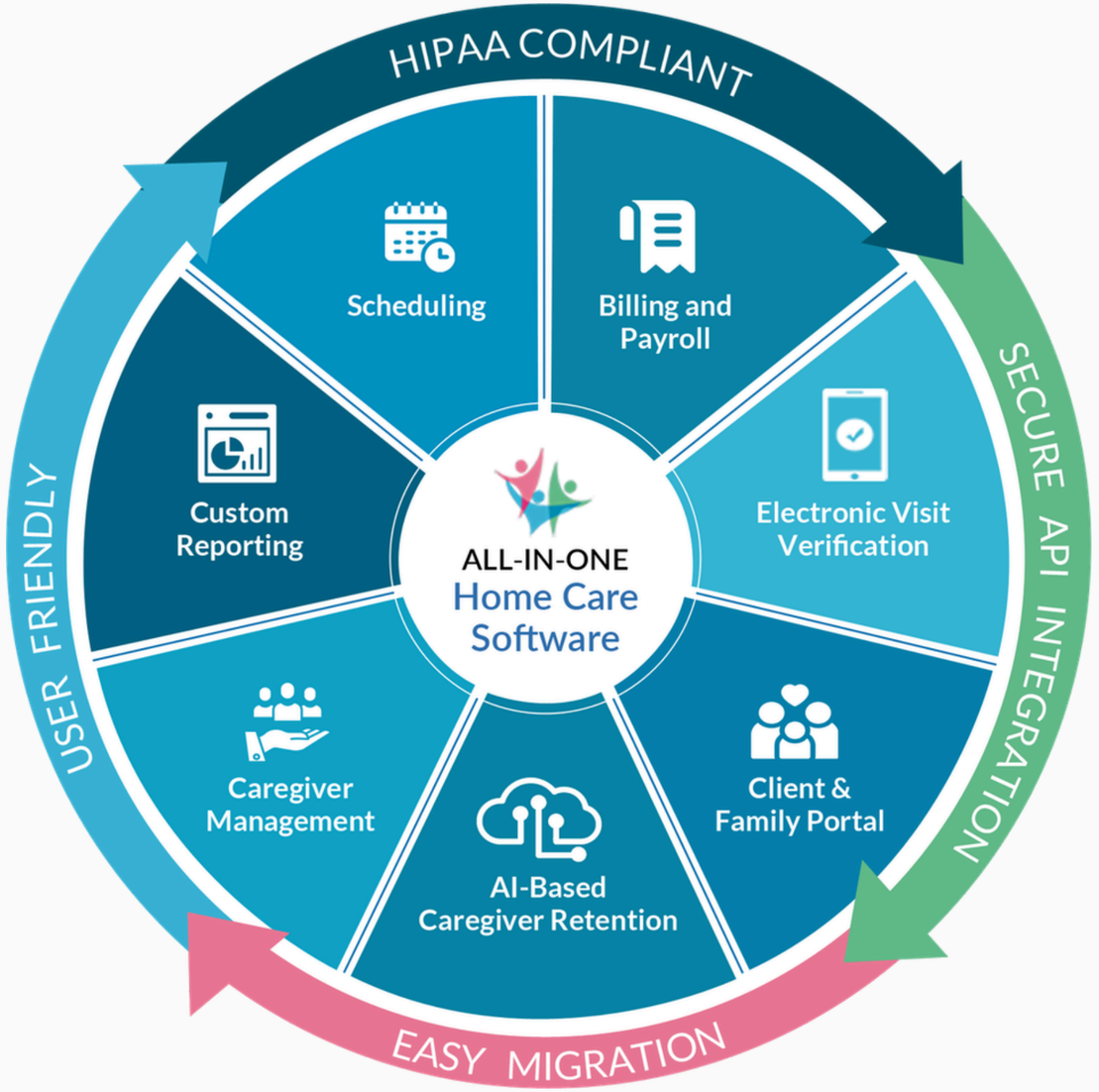
# Agenda

What we're learning today

- About Caresmartz
- Introduction
- Panelists
- Panel Discussion
- Q&A

# About CareSmartz360

Whether you are a home care franchisor or an independent agency, our HIPAA-compliant, AI-powered software is designed to make care easier for you through advanced features like scheduling to billing, client & family portals, and mobile apps.



# How CareSmartz360 Powers **Home Care Operations with AI**

### AI Smart Scheduler
Recommend caregiver matches for open visits, balancing skills, availability, and cost or travel priorities.

### AI Care Insights
Spot trends and potential care risks in caregiver notes to support proactive oversight.

### AI Voice Bot
Automate caregiver shift confirmations to reduce manual calls and save coordinator time.

### AI + Voice Notes
Turn spoken or rough caregiver notes into clear, professional documentation in seconds.

### AI Medication Extractor
Turn prescriptions, medication lists, and labels into editable draft entries, saving repeated typing.

### AI Compliance Extractor
Fill supported profile, training, and compliance fields from uploaded documents, reducing manual entry.

### AI Form Summarization
Turn spoken, typed, or recorded input into suggested answers for supported form fields.

### AI Notes Summarization
Condense care, task, and family notes into one concise summary for each schedule.

## Moderator



**Ruby Mehta**

VP of Sales

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## Guest Speaker



**Andrew Bravo**

Founder & CEO

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# About GGB Healthcare

## Company overview

GGB Healthcare helps home care and home health agencies solve their most important challenges using thoughtfully designed AI solutions.

Focus areas include scheduling, billing, compliance, recruiting, reporting, and other internal agency operations.

These AI solutions manage manual work while allowing agency staff to focus on growth-focused activities and critical person-to-person interactions that ensure high quality care.

# About GGB Healthcare

## How GGB works with agencies

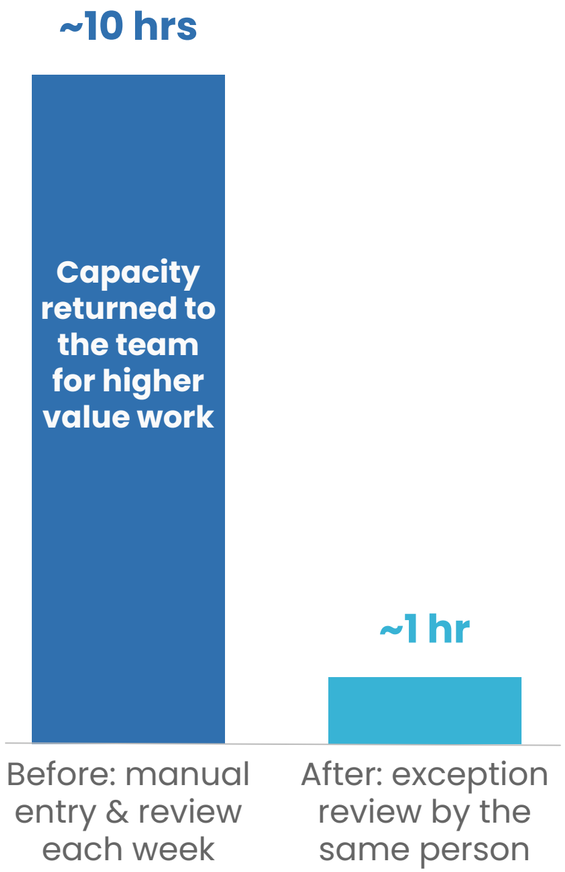
### Customized experience
Each solution is tailored to the agency's unique needs & ways of working

### Humans in control
AI handles manual tasks; agency teams prioritize person-to-person relationships & full oversight

### À la carte
Agencies choose one or multiple solutions; no “all or nothing” platforms

### Private & compliant
HIPAA-compliant and hosted on private infrastructure

## Where the hours go




## Three levels of AI adoption

1. **Prompts**
   Staff use ChatGPT, Claude, or Copilot for individual tasks (drafting, summarizing); gains stay with the individual

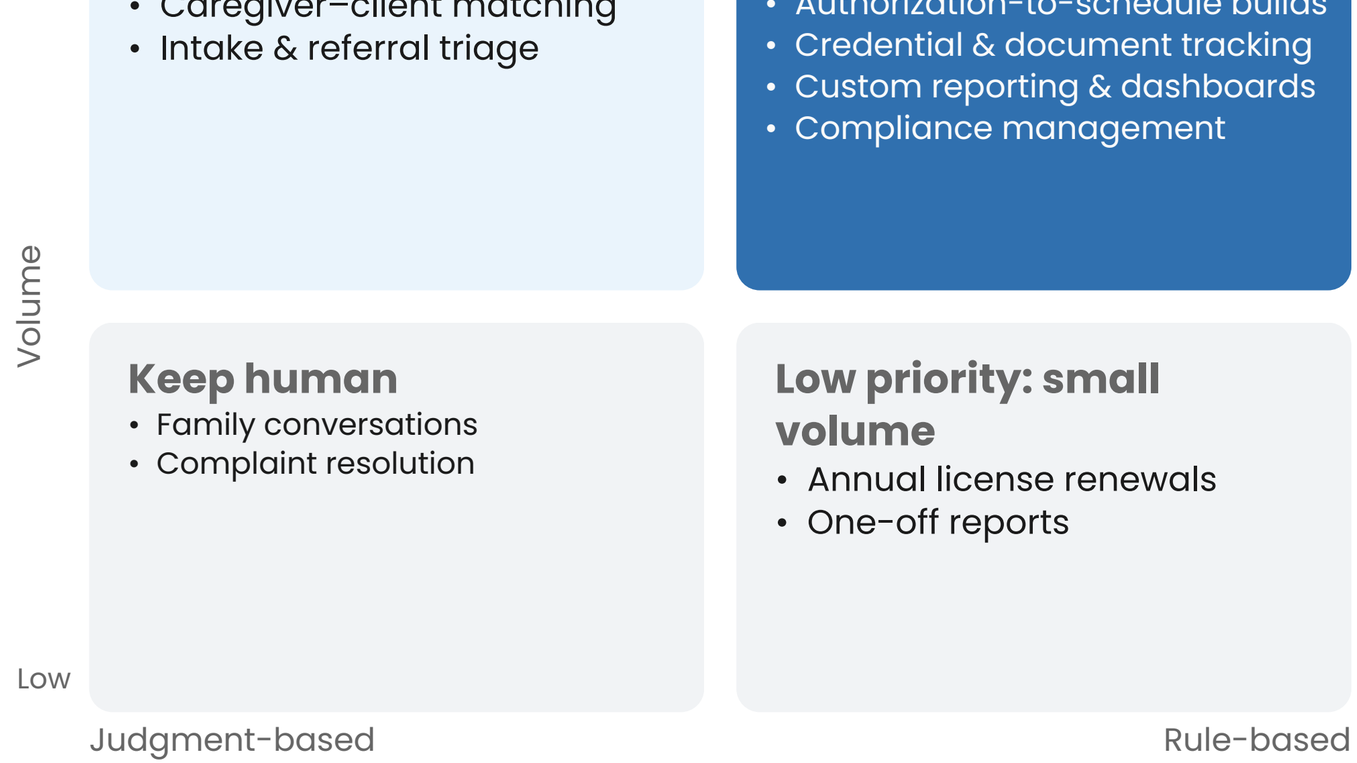
2. **Workflows**
   AI completes a defined, repeatable process end-to-end; agency team reviews exceptions

3. **Systems**
   AI reads from & writes into existing systems (EMR, billing, payroll) behind human approval gates; this is where 10x gains occur

Many agencies are at Level 1 today; every example in this session operates at Level 3

**The 10x effect is a capacity multiplier:** Ten hours of manual work are replaced by one hour of review by the same team

# The best AI opportunities combine high volume, clear rules, & a known cost of error




**Three screening questions**
Can you count it weekly?
Could the rule fit on an index card?
Do you know what one error costs?

## 1 AI solves it

Reading thousands of care plans & notes to identify trends

Generating schedule drafts for human review

## 2 Process solves it

Missing documentation clusters around the same 2–3 caregivers week after week

AI flags the pattern, but only targeted coaching will fix the root cause

## 3 Data solves it

Ensure correct information and integrations between different systems

AI's accuracy and usefulness can be limited by poor data quality or unavailable data

## 4 Judgment stays human

Selecting the right caregiver for a shift based on traits not stored in an EMR (personality, past experiences, etc.)

# Many "AI problems" are actually process or data problems; diagnose the root cause before automating

# Operational workflows are interconnected; an error upstream travels through scheduling, billing, & payroll

## One client's week, six workflows

**Authorization** → Schedule → Visit → **Care notes** → Claim → Payroll

**Poor scheduling assignment:**
the wrong caregiver is assigned; resulting in poor client experience

**Incomplete documentation:**
can lead to denied claims & compliance challenges

## Where the 10x sits: the handoffs between systems

- Analyzing Medicaid authorization
- Creating schedule with accurate billable hours and strong caregiver + client match
- Ensuring proper documentation & care notes for each visit
- Managing timely & accurate billing process
- AI can support all of these workflows, but strong data & systems connections are critical to everything working smoothly

# Humans should remain in control: AI drafts, the team approves, a person launches, & the system verifies

## Four gates on every automated write
(shaded gates are human steps)

**1 — AI drafts**
Proposed schedule or entry, with its source data

**2 — Team approves**
Scheduler reviews & approves

**3 — Person launches**
Approval does not execute; a person starts the run

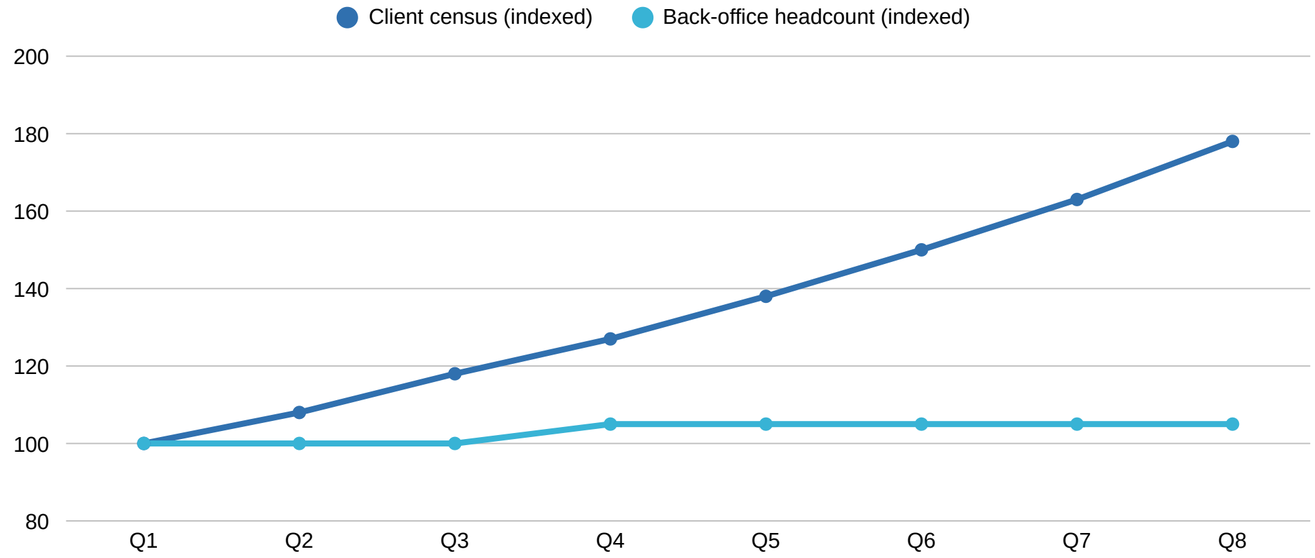
**4 — System verifies**
Each write is re-read & checked before the next one

## Design rules behind the gates

- **Approval and execution are often separate steps:** a person sits between any approval & a write to payroll or billing
- **Escalate questions or unexpected results to human:** unforeseen or unusual findings should be escalated to human team for manual review
- **Auditable by default:** automation activity is logged and can be analyzed afterwards to understand work that was performed and drive future improvement

# Increased capacity lets the same team manage a larger census; headcount is no longer the only answer to growth

## Illustrative: client census vs. back-office headcount




- Without AI, manual labor cost historically grew 1:1 with census; the cost of an AI solution stays fixed while creating significantly higher bandwidth
- Each new client adds minutes of review, not hours of data entry and manual calculations
- AI allows agencies to prevent or delay the next hire in certain functions (scheduling, billing, or compliance) while the agency grows

## Four steps to get started

**1**

### Identify

Figure out which processes are taking up most of your team's time

**2**

### Count

Confirm weekly volume, workflow rules, and exceptions to consider

**3**

### Baseline

Measure hours & error rates before any automation is built

**4**

### Pilot

Select one workflow to prioritize first, ensuring human reviews for key judgment / approval steps

# Getting started: pick one workflow, measure the baseline, & keep a human gate from day one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# Q&A



# Resources & Industry Impact

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# Thank **You!**

- This webinar was recorded.
- The recording will be shared with registered attendees within 3–5 business days.

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