

CUSTOMER CASE STUDY: COMMONWEALTH HOME HEALTH CARE



Inventory Chaos Across a Multi-State Footprint

With contracts spanning from Washington, D.C., to Florida and Alabama and storage sites scattered across the region, Commonwealth Home Health Care faced significant challenges in managing its inventory. They had no system in place to track the equipment on hand or its location. Finding out what was available meant calling warehouses, digging through spreadsheets, or physically walking the floor to match records with the actual inventory. Everything was done manually, with warehouse staff counting different types of equipment on multiple days of the week. Erica Thomson, Director of Operations, explored many inventory systems, but none were built to handle the specific needs of HME. Meanwhile,



"I don't have to call my warehouse and ask, 'hey, how many hospital beds do I have?' or 'How many wheelchairs?' I can simply look in the HME360 system and have the confidence that what I see there is exactly what I have."



Erica Thomson,
Director of Operations,
Commonwealth
Home Health Care



Bringing Order to the Chaos

By implementing HME360, Erica was able to move the company from guesswork to precision. She started small, focusing on high-value serialized items like concentrators. Now, with the HME360 solution that leverages RFID technology, she could instantly track what was in each van and warehouse, as well as what was heading to each facility. The solution gave her team visibility into the exact location and product state of each concentrator and made daily inventory management tasks considerably easier. Staff no longer needed to make phone calls or search through spreadsheets to find equipment. As confidence in the system grew, so did the rollout, expanding to more locations and item types.



Driving Real Results That Scale

Now, Erica and her team always know what equipment they have and where it is. The company has reduced inventory loss, improved purchasing decisions, and streamlined end-of-year accounting reporting. Even the Board of Directors has taken notice, knowing that operations are no longer flying blind. Staff who once spent hours doing manual counts can now focus on higher-value work. In one warehouse alone, a team member recovered 50% of her time, a benefit Erica expects to replicate across every other site. What started as a solution to a messy inventory problem has become a smarter way to run the business.

50%
time savings

To learn more about how the HME360 Inventory Optimization solution can help your organization quiet the chaos, improve margin and position for growth, visit [HME360.com](https://hme360.com) or email us at info@hme360.com