

How to Evaluate Network Stability: A Practical Guide for Home-Based Care Companies

Reliable network performance is essential for home-based care organizations that depend on cloud-based applications, remote communication, VoIP phones, scheduling platforms, and EMR/EHR systems to support daily operations. When network infrastructure becomes unstable, delays and disruptions can impact caregivers, office staff, leadership teams, and ultimately patient care coordination.

This guide explains why network stability matters for home-based care companies, how to evaluate and improve your environment internally, and how IT Total Care helps organizations build secure, reliable, and scalable network infrastructure that supports long-term operational success.

1. Why Network Stability Matters for Home-Based Care Companies

Home-based care organizations rely heavily on technology to coordinate caregivers, manage documentation, process billing, support communication, and maintain access to business-critical systems. A stable network environment helps ensure these operations run smoothly throughout the day.

Why It Matters for Home-Based Care Companies:

- **Reliable Access to Critical Systems:** Scheduling platforms, payroll software, VoIP systems, video meetings, and EMR/EHR applications all depend on stable internet and wireless connectivity.
- **Support for Hybrid and Remote Work:** Many home-based care companies rely on remote employees and field staff who need secure and reliable access to systems from multiple locations.
- **Reduced Downtime and Disruptions:** A failed router, firewall, or internet connection can impact an entire office if there is no redundancy or failover strategy in place.
- **Cybersecurity and HIPAA Support:** Strong network security helps protect sensitive patient and employee information while supporting HIPAA-focused cybersecurity best practices.

2. How to Evaluate Network Stability Yourself

If your organization is evaluating network performance internally, it's important to review both infrastructure reliability and ongoing network health. Here's a practical approach home-based care companies can follow:

Step 1: Review Networking Equipment

- Audit your routers, switches, firewalls, wireless access points, and cabling to determine whether they can support your current internet usage, cloud applications, and remote workforce.

Step 2: Test Connectivity and Wireless Coverage

- Evaluate internet speeds and Wi-Fi coverage throughout your office to identify weak signal areas, dropped connections, or performance bottlenecks.

Step 3: Monitor for Network Performance Issues

- Track recurring issues such as latency, packet loss, internet outages, poor video meetings, dropped VoIP calls, and slow cloud application performance.

Step 4: Improve Security and Segmentation

- Separate guest Wi-Fi, employee devices, and critical business systems to improve both network performance and cybersecurity protection.

Step 5: Create Redundancy and Backup Plans

- Develop internet failover and redundancy strategies to help maintain connectivity during ISP outages or hardware failures.

Limitations: Managing network infrastructure internally can become difficult as organizations grow. Aging equipment, inconsistent monitoring, missed firmware updates, and limited visibility into network performance can lead to ongoing instability and increased cybersecurity risks.



3. How IT Total Care Strengthens Network Stability

As a Bay Area MSP, IT Total Care helps home-based care companies build reliable, secure, and scalable network environments that support daily operations and long-term growth.

Our Network Stability Process Includes:

- **Comprehensive Network Assessments:** We evaluate your internet connection, wireless coverage, firewalls, switches, and overall infrastructure performance.
- **Business-Grade Equipment Recommendations:** Our team identifies outdated networking hardware and recommends secure, scalable solutions designed for reliability.
- **Wireless Optimization:** We improve Wi-Fi coverage, reduce congestion, and optimize wireless performance throughout your office environment.
- **Proactive Monitoring:** We monitor network health for outages, latency, packet loss, hardware failures, and internet instability before issues escalate.
- **Secure Remote Access Solutions:** We help support hybrid employees, leadership teams, and caregivers accessing systems remotely.
- **Cybersecurity Protection:** Our team implements firewall security, network segmentation, intrusion detection/prevention systems, and firmware management to strengthen security.
- **Backup and Failover Planning:** We help develop internet redundancy strategies and back up network configurations to reduce downtime during outages or hardware failures.



Reliable network infrastructure is one of the most important foundations for efficient home-based care operations. Stable connectivity helps improve communication, strengthen cybersecurity, reduce downtime, and create a better experience for both staff and clients.

Ready to Improve Network Stability for Your Home-Based Care Organization?

At **IT Total Care**, we help home-based care companies throughout the San Francisco Bay Area evaluate, modernize, and support their network infrastructure. From proactive monitoring and wireless optimization to cybersecurity and failover planning, our team helps organizations build dependable technology environments that keep operations running smoothly.