



Lisa Sundarsingh
VP, Care Operations
Integracare



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Lisa has been with Integracare since 1996 and is their longest serving employee. She began her career with Integracare as a temporary caregiver while studying Nursing at Ryerson University and has served in almost every role of caregiver within the company. As Vice President, Care Operations, Lisa now has the primary responsibility for coordinating a wide range of nursing care and support services for Integracare’s clients in their homes, hospitals, retirement residences and long-term care facilities.

Q: Why did you decide to switch software solutions?

A: Our old system was inefficient and there was too much to do to pull it all together; you had to go to too many places to get different bits of information. Getting information from one system to another was difficult, so we wanted to switch to increase efficiency.

Q: What were key considerations when looking for a new software system?

A: Our old system was unable to handle our growth. AlayaCare will allow us to scale for growth. A key consideration was having all the information we need at our fingertips, and being able to go into one program and find everything about an employee, a client, their family, their medication, schedule, billing etc.

Q: Why is technology important to your business?

A: Technology is key part of our growth strategy. For our business to scale, we need systems to easily add services, clients, employees, and offices. Going to the cloud with AlayaCare provides us that ability to grow without having to invest more in technology. Technology has also improved the care and service offering to our clients and their families. We now have real-time information and improved reporting as well as better coordination and supervision of care.



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Q: What does your staff like most about AlayaCare?

A: What I like about it is having more access to instant information. We have experienced increased customer satisfaction because we know more about our clients in a timely fashion. Clients call in and we have more real time information – we have the ability to be more responsive. I can access information in AlayaCare, read the progress notes and summarize everything for the family as I’m talking on the phone. It makes our whole team look better – we’re providing better care for our clients.

Q: How do you see the home care industry changing?

A: Customer service is paramount. At Integracare it has been the primary driver of our success. We expect technology to support our high-touch quality service. Our clients and our clients’ families have on-demand access to their favourite retailers, insurance information and banking. We believe their access to home health is of even greater importance. We need to follow suit and empower our clients and families to have access to their care and real-time information.

Q: How does technology impact your ability to recruit/retain staff? Impact your client base?

A: Our caregivers appreciate the real-time nature of their schedules, time sheets and clinical notes being synched. The system provides us the ability to gather the information our back office needs to process payroll, manage billing and most importantly oversee care of our clients. Adoption of new technology by some of our staff does present minor challenges, but with any technology the ease and comfort grows with time.

