AlayaClient

Sebastian Ignacio Arasanz
Director of Client Services
Oakville Senior Citizens Residence (OSCR)

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Sebastian joined the OSCR team in 2010, and has performed in the role of Director of Client Services since 2014. He has been instrumental in the development and expansion of OSCR's award winning Supports for Daily Living program, and is a strong advocate for the ever-growing role of the community sector in our healthcare system.

Q: Tell us a bit about your role and how it has changed in recent years due to industry shifts?

A: I'm the Director of Client Services for a home care company and residential assisted living facility. I oversee all the programs and make sure operations are running smoothly. Our home care program is publicly funded, and with the high demand for home care, we have grown from a smaller enterprise to a larger one in a short time period. With the ongoing shift, it's important to adapt and listen to how your clients want to live their lives – be flexible but always maintain quality standards.

Q: What role do you see technology playing in the future of home healthcare?

A: Due to the changing needs in the community, being able to do things that make your organization more efficient is important. Technology replaces the administrative tasks that take up many hours a week and cost more. Reinvesting resources into better provision is what we strive for. To me, technology is ultimately a conduit to better results. I'm looking for opportunities to find a quick, easy and efficient way to deliver high-quality care confidently. Anything that gives me a lens to something that works well is what I value the most, and I depend on technology for that. The transition from paper to technology-based solutions adds an element of presence. Management has a presence in the home alongside the frontline worker, and we can vouch for the quality of the systems we put in place. It's not just blind trust, or relying on complaints, but rather a view of something more tangible.

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Q: What information do you need access to in order to perform your job to the best of your ability?

A: Macro-aggregating tasks is important to me. I really appreciate the reporting feature and how easy it is to pull up reports and quickly scan schedules. Workforce management allows me to see that we are living up to the promises we make to our clients. Accessing information is crucial, it's the biggest win – information is easily and readily available now. With paper processes, you are sifting through thousands of papers trying to find information but now I can decide in the moment.

Q: What would you say are the most important aspects of a home healthcare software platform?

A: A deal breaker for me when selecting a platform was whether they had a mobile aspect. It's extremely important to be able to access information remotely and give our care workers this feature. Live reporting allows us to be as efficient and accurate as possible.

Q: How has AlayaCare helped provide you with the tools you need to succeed?

A: AlayaCare is different from other software solutions – it has given us the confidence that operations are going well, visibility into how things are going, and the ability to check in wherever I am. We're not a 9-5 organization, we run 24 hours a day and we need a solution that removed 9-5 limitations. The advantage of being mobile is getting live information at any time of the day, and anywhere. We have the flexibility to monitor things at any point and feel just as confident regardless of location.