



Better Technology, Better Outcomes.

# ROI Case Study

AlayaCare Technology  
Enables Home Care Provider  
to Improve Communication  
and Efficiencies

## THE CHALLENGE

Acclaim Health is focused on delivering patient/client-centred quality care—as the company says, *"We help you live at home as long as possible, with the best possible quality of life, through our unique suite of services that support both your physical and mental well-being."* With over 1000 healthcare providers, volunteers, and supporters visiting clients in the comfort of their home each day, Acclaim needed a flexible, end-to-end solution that provided them with a more effective and efficient way to manage operational functions and increase visibility of important care information.

Prior to the introduction of the AlayaCare solution, Acclaim's home care providers relied on a labour intensive, paper-based system to track all visit-related information including flow sheets, care plans, and time sheets. Their processes were both time consuming and inefficient with approximately 48,000 sheets of paper going through the Acclaim office per month.

Acclaim quickly recognized the need for a solution that would allow their frontline staff to have convenient access to the information they need, while providing an all-in-one integrated approach to data collection and management in order to provide better care and improve patient outcomes.



Headquartered in Oakville, Ontario, Canada, Acclaim Health is a not-for-profit healthcare organization servicing the region of Halton for roughly 85 years. Offering a variety of nursing, personal support and volunteer programs, Acclaim Health believes in helping people live independently in their own homes, with the best possible care. Acclaim Health's dedicated team members help improve the quality of life for 24,000 clients/patients and their families each year.

*"AlayaCare was unlike any other platform we'd seen. Most systems start their lives as databases, and then the people working with them have to spend a lot of time developing workarounds in order to get the system to handle the needs of patients and staff. AlayaCare has turned that on its head,"* said Oakville based Acclaim Health CEO Angela Brewer.

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[www.alayacare.com](http://www.alayacare.com)

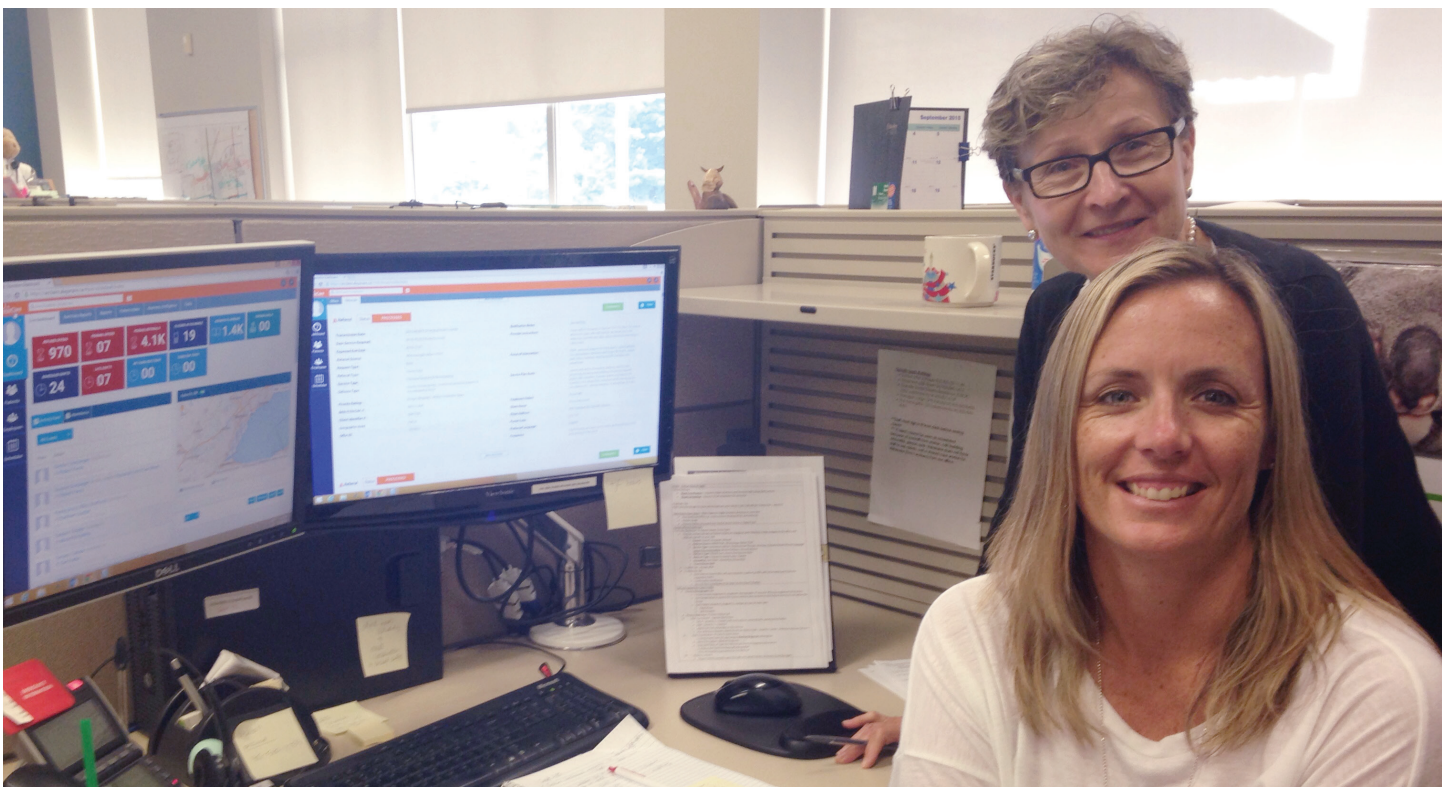
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## THE SOLUTION

In the fall of 2015, Acclaim Health deployed the full AlayaCare suite including Clinical Documentation, Back Office and the Care Worker Mobile Application across its Personal Support Worker (PSW) division.

AlayaCare's home health care software is an all-in-one, cloud-based solution with an incorporated mobile, GPS-based EVV (Electronic Visit Verification) that works seamlessly across all modules. It provides Acclaim with a combination of functionality, flexibility and efficiency, while reducing the cost and effort of converting to an electronic system.

*"Acclaim health is really focused on technology as an enabler to provide the best care that we can for our patients. We see that we're on the cusp of technology really taking hold of health care and we think it plays a key role in enabling us to provide better care for our patients, rather than getting bogged down by paperwork " said Brewer.*



AlayaCare provides an impeccable user experience across multiple devices allowing Nurses and PSWs updated access to patient information while working in the field. Care workers are informed on their mobile devices and automatically have access to patients' location, care plan, vital signs, and all other essential information needed to ensure clients receive the fastest, most reliable care possible.

*Brewer adds that "AlayaCare has designed a very innovative, flexible platform that incorporates the latest best practices in web-based usability. It makes it really easy for us to manage changing client appointments and staff schedules in real time, and allows us to harness technology to make sure our mobile workforce is as efficient and effective as possible. It's truly a game-changer for us."*



# ALAYACARE BENEFITS

Since the implementation of AlayaCare, Acclaim has streamlined processes and workflows with real-time visibility, communication, and access to patient reporting, scheduling and billing, all in one place.



Brewer states that, "using one vendor that offers a complete solution on a single platform has allowed us to improve information organization and distribution, reduce error, and lower costs. Our homecare providers can now freely access and send information seamlessly across multiple channels, to ensure patients receive the fastest, most reliable care possible."

## HERE ARE SOME OF THE KEY BENEFITS ACCLAIM HAS SEEN SINCE THE IMPLEMENTATION OF THE ALAYACARE SOLUTION:

- **90% paper reduction:** 48,000 reduced to ~5,000 + sheets used/month.
- **98% uptake** by PSWs with mobile on Day 1, 100% by Day 3.
- **50%** reduction in missed visits.
- **75%** reduction in referral processing time: 20mins down to 5mins
- **87%** reduction in billing processing time: 195 hours per month down to about 25.  
For payroll its **reducing processing time** from 4 hours to about ½ hour.
- **30%** reduction in scheduling time (ease of using vacant visit function and drag and drop)
- **100%** reduction in schedule distribution: 30 minutes per week for each CSC down to 0.
- **40%** reduction in lost or missing documents: 100% return up from 60%.
- Savings in billing personnel of **\$35000** to date.
- **Travel reductions** with GPS-enabled application.
- **Reduced risk** with real-time care worker visibility.

"Collaborating with AlayaCare has been critical in helping us keep pace with the growing presence of technology in the home care market. It's been a truly revolutionary transition and really enabled us to provide better services to our patients at the point-of-care, resulting in higher quality care and better patient outcomes."

