



# CASE STUDY

## Access Healthcare Services Inc. Realizes Significant Efficiencies with AlayaCare's Revolutionary Cloud-Based Home Care Software



### THE CHALLENGE

Access Healthcare Services Inc. (Access Healthcare) is a home health care provider offering an extensive range of services in Eastern Ontario including palliative and respite care, nursing and personal support. The company prides itself on its personal service and deep commitment to its clients, and is equally compassionate and motivated to support its staff members efficiently and effectively. Its aim, to create a near-family like environment with clients and staff, contains a core challenge: geography.

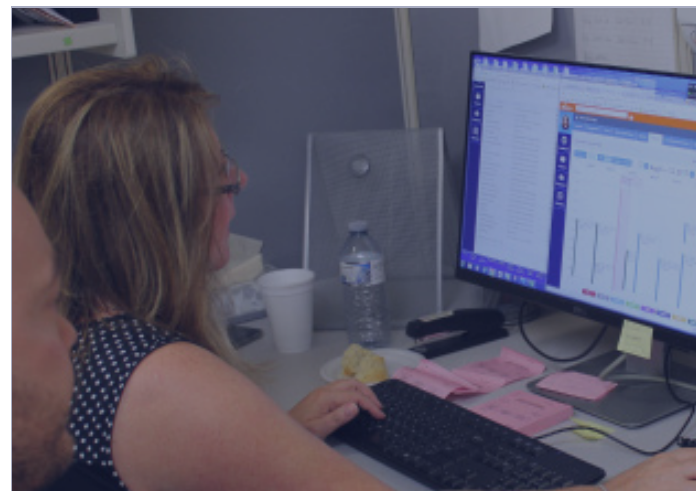


**Highlight** : After implementing AlayaCare, Access Healthcare Services Inc. reduced their mileage costs, increased employee satisfaction, and has allowed them to grow quickly because they can work more efficiently.

*"We're always looking at bringing new innovation to the organization. But it's not just about having the latest technology -- for us, it's about remaining customer-driven and setting benchmark standards for community health care. AlayaCare has allowed us to stay true to our values."*

**- Tammy Hehn**  
Director, Client Services

Despite its smaller stature, Access Healthcare serves a large rural area, with offices in Ottawa and both Pembroke and Eganville, west toward Algonquin Park. In fact, its catchment includes Renfrew county, which at 7,000 + square kilometres and 100,000 residents is the largest but least populated county in Ontario.



Across those three offices, more than 125 nurses, personal support workers, homemakers and office administrators organize and deliver all aspects of community health care to more than 500 clients -- who Access Healthcare invites to be directly involved in their own care planning. This is a relationship based on respect and the knowledge that each client (and worker) is unique. Via its compassionate, socially responsible nature, Access Healthcare aims to be a true member of its community.

Still, Access Healthcare seeks to grow and innovate and, in so doing, overcome the hurdles that its rural catchment puts in place:

- How can the company best manage the distance between clients so it doesn't impact care?
- How can the cost of mileage be contained?
- How can it make sure its members are safe while out on the highways and backroads of Ontario?
- How can the company best shed paper timesheets to ensure clients who live great distances apart are seen when they expect to be seen?
- If a situation arises, can Access use a client's file to determine if a nurse needs to be dispatched immediately?
- How can paper-based scheduling be replaced through technology when there are no IT experts on staff to troubleshoot?
- How can the company improve efficiency across multiple offices and teams?

In short: how can Access Healthcare innovate without losing its client-centered approach?

## About Access Healthcare

Access Healthcare Services Inc. was established in 1998 in Renfrew County, Ontario as a nursing provider and quickly established themselves as a community-driven organization that makes a meaningful difference in the lives of the clients they serve. Their mission is to be a client focused, socially responsible healthcare organization dedicated to clients through respectful, compassionate, skilled nursing and home healthcare services.

*"AlayaCare has a strong team with excellent leadership and an excellent product. But most importantly, they listen to what we need for a truly tailored experience. Not many companies listen to -- and then implement real solutions for -- client concerns."*

- Dylaina Wood  
Director of Business Development  
and Project Management

# THE SOLUTION

While Access Healthcare had been using an electronic database for scheduling, several must-haves were missing from their legacy software. AlayaCare's all-in-one cloud-based solution was able to deliver on the company's needs with benefits that are already translating into measurable results in just one year:

**Accountability and safety:** AlayaCare's mobile electronic visit verification (EVV) paired with GPS allows Access to track and monitor its field workers, including the length of client visits, or if a visit was somehow missed due to illness, an accident, or other circumstances. Prior to implementing AlayaCare's software solution, Access had no way to verify a missed visit unless a client or employee reported it -- a scenario that cannot be relied upon.

Safety is top of mind at Access Healthcare. In the span of several years, two employees passed away tragically and initially the company was unaware that anything was amiss. These experiences proved traumatic and heartbreaking for this close-knit, family-oriented organization. Now, with AlayaCare's EVV in place, there is added peace of mind not just for clients, but for Access Healthcare's employees too.

*"AlayaCare has allocated the right resources to meet our needs, which has built our confidence moving forward. They will be a significant partner in our future growth. They will go where we go."*

**Real-time information:** AlayaCare's real-time access to information at any time permits Access Healthcare's caregivers to understand a client's complete history before arriving for a scheduled visit. This vastly accelerates their ability to provide care, as clients don't have to keep repeating their story to various field workers, and workers don't have to use up valuable time in a client's home by rifling through paper notes. All relevant information can be entered and viewed in real-time through a mobile device.

With all client files stored in a protected cloud, AlayaCare's solution also aids in assessing the level of urgency if a client calls requesting an unplanned visit. Particularly in a rural environment, this translates into an immense time and cost savings -- because otherwise, a worker may have to drive an hour or more to find out what's wrong in person. Access Healthcare's caregivers can now fully assess a patient's situation (including doctor's notes and charts) remotely and respond appropriately to a client's needs or questions.

## AlayaCare Benefits to Date

In just one year, Access Healthcare has realized these benefits after implementing AlayaCare's software solution:

- **Cost savings in mileage by 15 per cent**
- **Significant savings in administration costs, at 15 per cent overall**
- **Additional cost savings in the finance department as a result of Electronic Visit verification time saved in coordination**
- **Ability to provide more comprehensive service delivery in the communities it serves**
- **Ability to assist the Local Health Integration Networks (LHIN) to reduce wait times**



*“Before implementing AlayaCare’s solution, 65 per cent of our work was paper-based. That is now vastly reduced, resulting in significant cost savings and fewer errors.”*

**- Cheryl Teeter**  
RPN, Manager of Quality Assurance

**Scheduling efficiencies:** For Access Healthcare, each client visit translates into mileage costs for the agency. With the geographical distance for each client built into the new software, Access staff can now schedule a caregiver’s daily visits most efficiently. This helps avoid unnecessary back-and-forth trips, improving efficiency and cutting costs.

EVV has also allowed Access Healthcare to more efficiently monitor its client volume, reports, and continuity of care. It can determine which field staff have been on-site and on-the-road the most, helping to manage the workloads of its caregivers -- protecting against both over-scheduling and caregiver burnout.

**Reduced caregiver burden:** The elimination of paper-based reporting has also significantly reduced caregiver fatigue among Access Healthcare’s field workers. Previously, caregivers would have to manually keep track of their timesheets and client charts, repeating client information in different forms, often from home on their own time.

For Access Healthcare, paper-based reporting is also now a relic of the past for tracking mileage and processing payroll, resulting in a significant reduction of errors.

**Security:** Securing client documentation is of utmost importance but often, paper-based copies of hospital discharge records or medical files get misplaced or accidentally discarded in client homes. If a client ends up in hospital or a nurse forgets to take paperwork with them, it may never be seen again. Not only does AlayaCare’s software solution prevent this issue by ensuring all records remain secured electronically, but Access Healthcare no longer needs to pay for offsite paper storage.

**Flexibility:** Access Healthcare has been able to work with AlayaCare to develop customized solutions for their unique needs. For example, AlayaCare offers offline capability for the software to allow field workers to download everything they need at the beginning of the day, then reconnect at the end of their shift, given the mobile connectivity issues that can result in a rural environment. Future plans include a portal where clients can schedule their own respite services, further empowering them to direct their personal care needs.

*“Our commitment to providing quality care has always been a priority, but now our ability to provide excellent care has more than doubled, because our field workers are prepared and empowered with a software platform that allows them to prioritize the client -- and not the paperwork.”*

**- Dylaina Wood**  
Director of Business Development  
and Project Management