



Success Story: Better Living Health & Community Services

Better Living Health and Community Services is a non-profit organization that primarily serves the populous North York region of Toronto. The agency offers a suite of home and community services that includes personal and home support services, home cleaning, transportation services, Meals on Wheels, and more to help seniors and disabled adults live independently at home. Better Living has recently expanded to offer palliative care with a 10-bed residential hospice.

THE CHALLENGE



Better Living has operated in the community since 1976, but its software had not kept up with the demands of an increasingly tech-savvy clientele.

That changed a few years ago, when Better Living leveraged a grant opportunity to investigate a new software solution that would better integrate with community hospices.

"Traditionally, clients would call or want to receive mail, but increasingly they're using email more and looking for quick, efficient access to the services they need. We were using an antiquated software system, but we simply didn't have the resources to implement something new."

Emily Hope, Senior Manager of Quality and Decision Support.



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“We required a web-based, multi-tenant solution that would allow everyone to be on one platform, and that would also help our front-line staff operate with greater precision and efficiency,” says Hope. “For example, reducing the need for our Personal Support Workers to pick up paper schedules each week, where now they can access their schedules in real time on the go. We also required software that was flexible and had the capacity to grow with not only our needs, but also the needs of our clients and their caregivers.”

THE SOLUTION



After a competitive RFP, the team at Better Living selected AlayaCare as their software of choice. Five community hospices in York Region were onboarded with AlayaCare too, going live in summer 2017, with Better Living following suit the following February.

“Change management is always a daunting process and rolling out any new software can be challenging, but AlayaCare’s client success team was with us every step of the way,” says Hope. “The software has a lot of features but right now we’ve just implemented a few so that we don’t overwhelm our staff. For other organizations contemplating a similar roll-out, it’s important to know that it’s okay to take things slow and introduce pieces of it over time. Change doesn’t have to happen all at once.”



Better Living offers the AlayaCare mobile app to its front-end PSWs, which Hope says has made a huge difference in terms of accessing client information.



“Before, we were playing a lot of telephone tag, and our PSWs would often have to come by the office for client updates. Now, with client care plans attached to their records, we’ve significantly reduced the back and forth with the office, enabling them to spend more time providing care.”

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The Better Living team has now digitized and overhauled its client assessment process. In fact, not only is everything online and accessible, but they've been able to eliminate many repetitive questions on their forms – **reducing new client intake from 45 to just 15 minutes. Newfound Electronic Visit Verification (EVV) capabilities have helped Better Living reduce its payroll process down to one hour a week instead of three.**

LOOKING AHEAD



With many features still to explore, Hope says there is plenty of potential for additional time and cost savings, as well as business growth.



"We're looking forward to delving deeper into the demographic data of the people using our services and being able to analyze service utilization patterns," she says. "It will be a way for us to work directly with the hospices to share aggregate data for future planning, and also to see if our clients may benefit from other services we offer."

In the future, Better Living aims to employ online portals so that clients and family members can log in and manage care visits themselves. Equipped with versatile software, the organization can step forward in sync with the new Ontario Health Teams model in which virtual care and digital access and communication is a top priority for clients.

Better Living reduced their new client intake from 45 to 15 minutes. You can too.

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