

Home care in 2023:

4 Ways high impact automation will future proof your home care agency



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The big challenges we face

The North American home care/home health industry is set to grow by an estimated 8 percent per year, surging past \$142 billion in market size in 2023. Similar patterns are seen globally as the trend toward delivering care in the home accelerates due to the obvious advantages of better outcomes and lower cost of care.

With this pace of demand growth, agency owners are looking to scale their businesses by increasing capacity, adding new services and improving their revenue per client, yet there also continue to be challenges that stall this progress. No agency owner needs to be reminded of the caregiver shortages that plague the sector, the competition to attract and retain talent, and the churn and burnout that can impact staff in all levels of an organization.

Underlying these challenges is the fact that administrative and back office staff spend far too much time coordinating or supervising care – time far better spent on decision making and relationship building with clients and caregivers.

See how Elara Caring uses AlayaCare to make visit documentation accessible and actionable to its care team.



Watch Video



The time is now to change how schedulers, administrators and caregivers across home-based care spend their time so they can focus on patients and the outcome of their care. Getting patients healthier, faster and at lower overall cost is the order of the day along with how your agency maximizes billing and collection. Here's how.



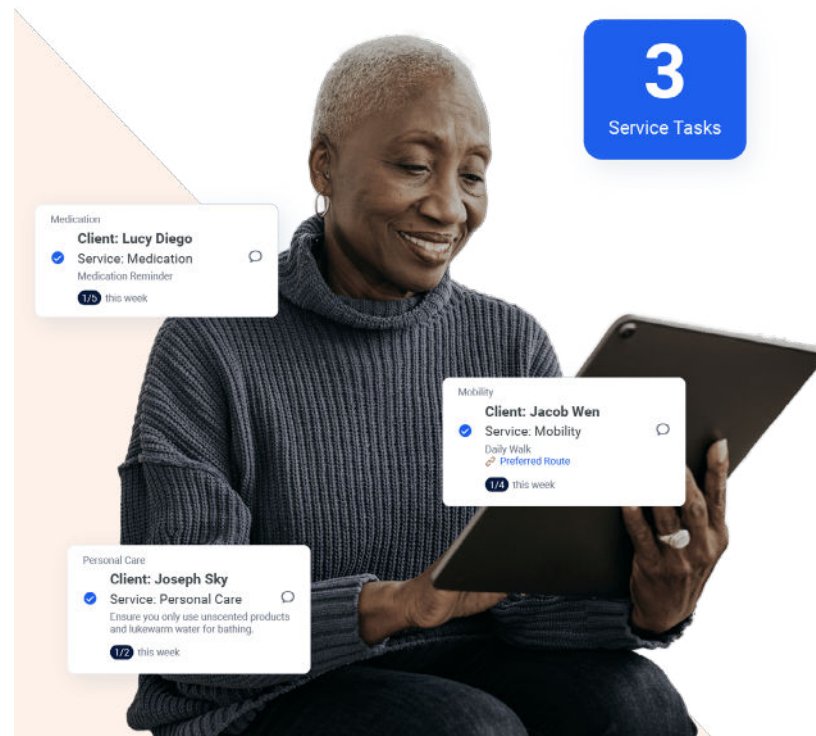
ERADICATE REPETITIVE TASKS:

Eliminate the biggest problem

In most operations there is a sea of repetitive tasks that distract caregivers and administrators from focusing on patients. These tasks are far better handled via technology, and not by people. This is the key to effective operations, making employees' more efficient, and positioning an agency for growth.

By seizing the full potential of automation built into an existing software system, agencies can refine operations, in turn enabling them to scale and deliver care more efficiently.

More importantly, this can be done with existing resources, empowering staff with information and insights and allowing them to spend more time on patient outcomes-focused work and on strategy and development. A far better use of time than endlessly clicking or searching for data.



See how MedTec Healthcare uses AlayaCare to help its team save time and gain insights into their business.



Watch Video



Common pain points you can eradicate now



**Manual patient
and employee intake**



**Authorizing members
to access information**



**Revenue cycle management
including invoicing, billing
and payment processing**



**Laborious clinical
processes**



Delayed documentation



**Slow communication
among team members**



**Multiple phone calls to adjust
schedules, fill vacant shifts
and coordinate care plans**



**Inefficient scheduling in the
back office and in the field**



**Inefficient access to
billing and payroll systems**



**See some of the time saving benefits our customer enjoy
with AlayaCare.**



Watch Video



For your inspiration

Any software system worth its salt should have tools built right in that open up these avenues to efficiency. At AlayaCare, we've spent years listening to clients who are looking for solutions that plug and play into their existing tech platform.

When it comes to this war on repetitive tasks, here are some of our favorite tools we encourage you to explore.



01

AlayaCare Connector

In a bid to be a fully flexible system, our AlayaCare Connector feature easily integrates any external systems you have so that they can function within our platform through APIs. This industry-first tool requires no code to write or developers to hire, and can automate an agency's entire workflow. Instead of different processes sitting in siloed software, everything is in one place, in sync.

This AI-driven tool, which integrates workflow automation systems such as [Element5](#), is able to learn and then execute rules-based tasks – including intake, authorization, revenue cycle management, and clinical processes. .

Check out how AlayaCare Connector can help automate your workflows.



Watch Video



Automated tasks that leverage AI and the lesser-known acronym RPA (robotic process automation) can perform tasks between different systems, vastly reducing the time staff must manually perform them. It becomes a hub that extends workflows and helps agency teams meet their specific objectives.

So what does this tool look like in action? You could, for instance:

- ✓ Seamlessly integrate new client details directly from your customer relationship management platform for fast intake – without having to re-record, re-organize, or re-flag information
- ✓ Reduce the time it takes coordinators to find care providers for upcoming vacant visits
- ✓ Add notifications inside and outside of the platform with no manual effort
- ✓ Connect your preferred forms tool to swiftly add clients and employees directly to the system with any customized fields.



02

Visit Optimizer

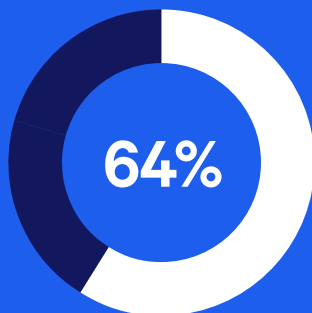
Coordinating visits is a major part of a scheduler's job, and one that can be onerous and time consuming, particularly when multiple franchises with a wide variety of staff and client requests are at play.

Scheduling is also directly tied to caregiver and patient satisfaction.

Inconsistent scheduling was second out of the top five reasons for employee churn for home care businesses in a [joint survey](#) conducted by AlayaCare and Home Healthcare News. Too many, not enough or poorly timed shifts are strong motivators for employees to leave and key indicators of low employee satisfaction at work.



AlayaCare's Visit Optimizer provides schedulers the ability to match and assign the right caregivers to vacant visits based on their proximity, eligibility and certifications. This saves agencies the time spent on searching, matching and negotiating with staff while giving you a competitive leg up by reducing travel time and mileage costs. It also increases continuity of care, reduces overtime, and allows caregivers to tweak their schedules to their preferences – a key driver to attract and retain top talent. Importantly, it can be used to reduce the gap between hiring and first shift - a key satisfaction driver for scarce home care staff that are tough to find and expensive to replace.



US home health care agencies report an average of **64% turnover** with an estimated **\$4500** in replacement costs/employee.



“

We can quickly and easily fill vacant visits and ensure everyone is more efficient with their scheduling and staffing needs. The software frees up time that can be better spent meeting with clients, developing the business, and creating new partnerships within the community.”



— Ashley McLellan,
franchise operations director,
Bien Chez Soi (Quebec)

Visit Optimizer can also be combined with Connector to automate sending the offers, further reducing the administrative effort required to fill a visit.

Click here to watch a video about how First Day Home Care uses AlayaCare to more efficiently manage shift offers.



Watch Video



Visit Optimizer streamlines visits for Quebec home care franchise

With multiple franchises and business owners now on board, managing staff schedules was quickly becoming a challenge at agency Bien Chez Soi in Quebec.

In 2019 they began exploring AlayaCare's Visit Optimizer feature. The management team could access the same information simultaneously, with complete transparency into care worker schedules, competencies and availability.

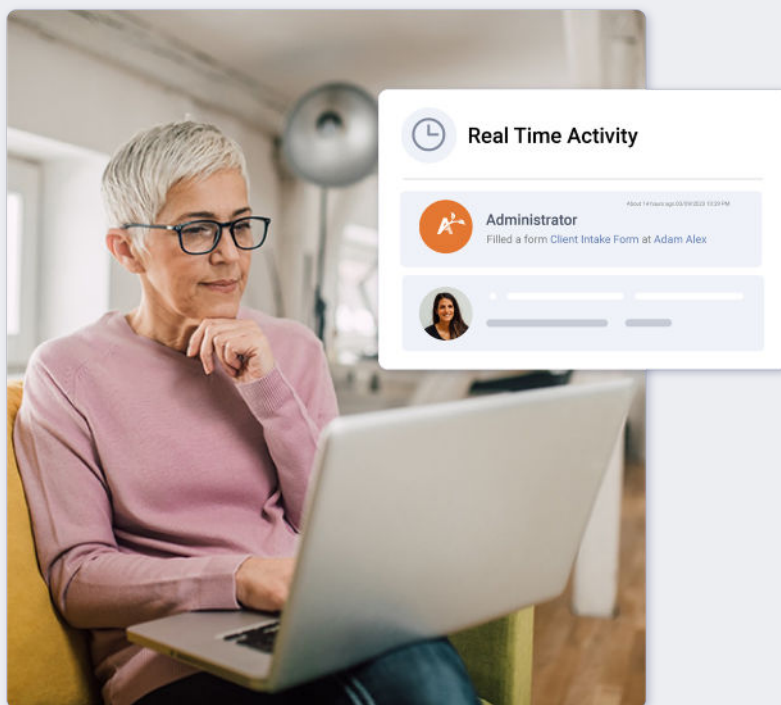
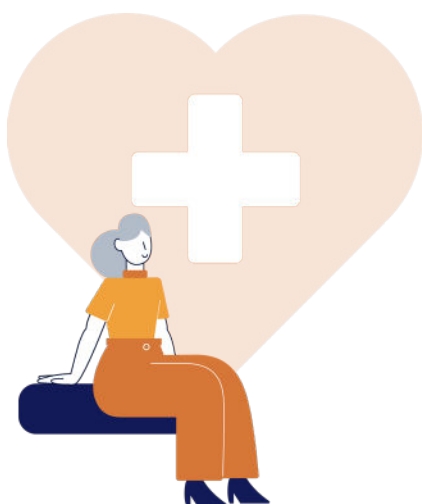


03

Family Portal

Schedules, care plans and payments can change over time. For agencies, this has meant a consistent stream of time spent on administration and on calling each individual patient who is affected. Here's one AlayaCare tool that sidesteps these repetitive, often unexpected and urgent tasks – by empowering clients and families to be active members of their care plans.

Our successful Family Portal brings transparent, secure communication from client to provider that is accessible anytime, anywhere. The portal generates real-time updates and provides clients a window on their schedules, care plans, and payments – a line of communication that sets clear expectations and never leaves them in the dark.





Of immediate value, the Family Portal bolsters quality of care and helps agencies manage risk. It isn't hard for miscommunication to arise regarding next steps of a care plan or staying on top of caregiver visits among various family members involved in a circle of care. Likewise, it isn't hard for someone to bring up a new concern, perhaps explaining it to a home care aide in person, but it doesn't translate back to the main nurse until a week later.

Our portal enables all family members to have clear, updated expectations and to log concerns right away for follow-up. The end result is clients go from receiving care to actively participating in their own care – ultimately helping achieve better outcomes. This switch from reactive to proactive is a key advantage of home care when supported with accessible and accurate documentation.

Meanwhile, when it comes to back-office operations, the Family Portal slices administrative time. Patients and family can request new services and additional visits through this tool, as well as upload self-assessments, forms, vitals and medical history, eliminating phone calls and manual staff entries. The Family Portal can manage payments and invoices as well.

One last note: when communication is clear and the client's family are engaged, supervisors can more effectively manage larger caseloads without risking burnout or endangering care quality.

Click here to watch a video about AlayaCare's Family Portal.



Watch Video



04

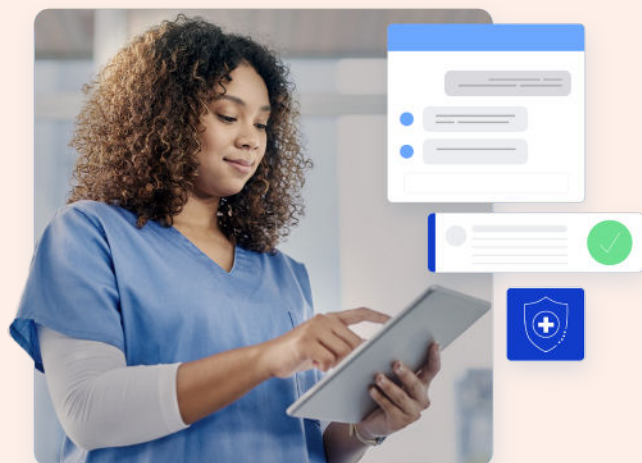
Secure Messaging

Managing a remote workforce without real time communication can be challenging and time consuming especially when clients' care needs can change quickly. Sending and responding to emails is simply not an effective use of time nor is it efficient when schedules are fluid or prone to change on any given day. A similar repetitive drain on productivity is having to log into a secure server every time you want an update on client information.

It is essential that a proper internal messaging system connects agency teams. One, of course, is that it cements the privacy of client health information and follows local regulations. At AlayaCare we built a HIPAA-compliant secure messaging feature that provides two way instant communication for staff to update each other, problem solve and collaborate.

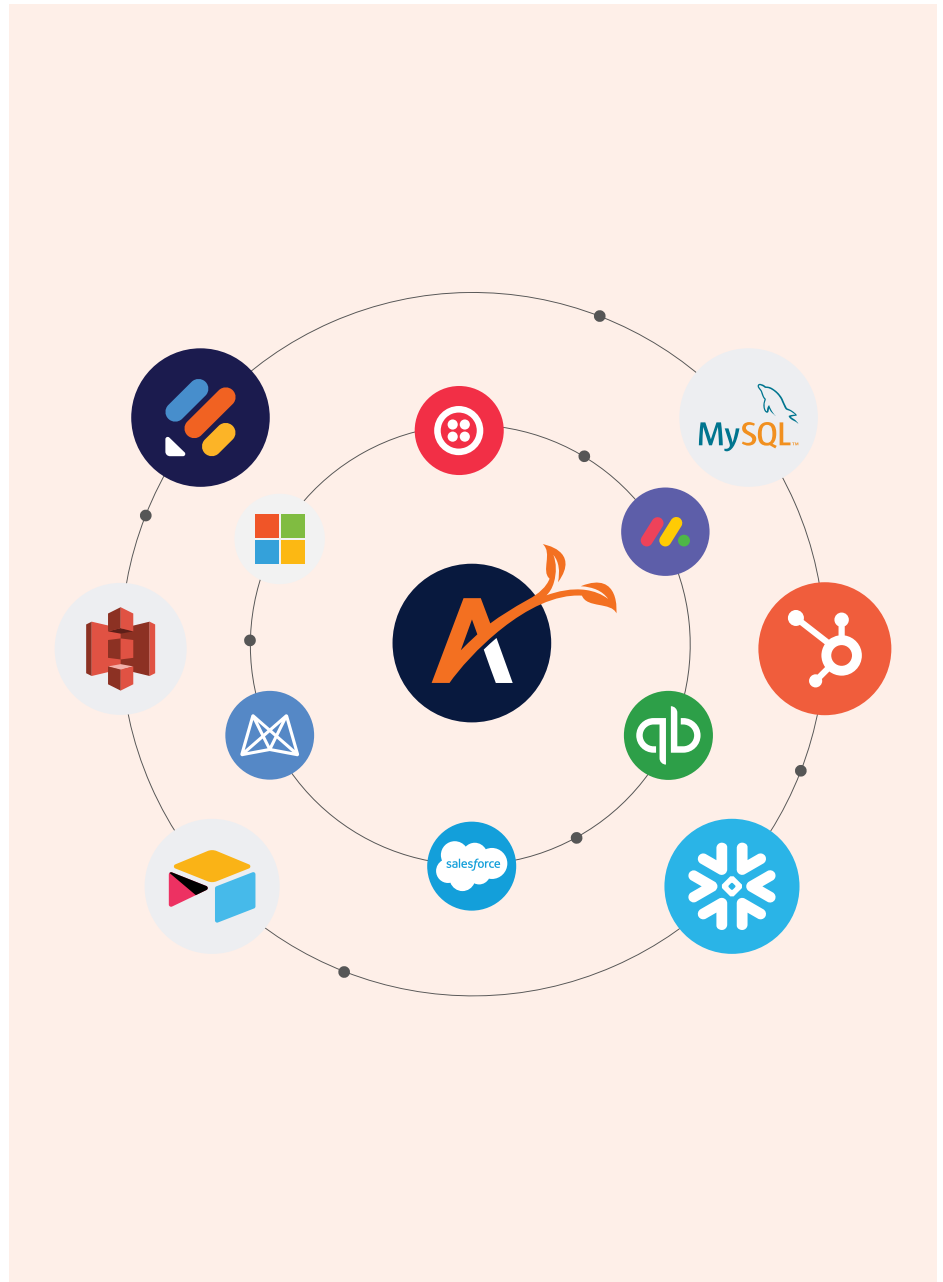
This function enables, for instance, back-office staff and co-ordinators to issue individual or group messages to find care providers to fill vacant visits, or to update them on a last-minute cancellation, or to notify them if a client has an urgent health situation.

This convenient channel of communication exists in our web and mobile platform, keeping everything in one spot.



RECAP:

Optimize operations & fight the war on repetitive tasks



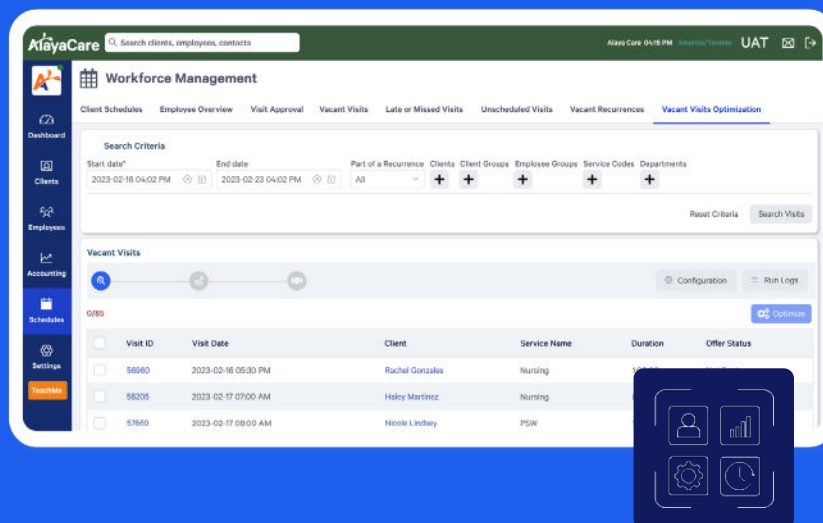
AlayaCare Connector:

- ✓ Allows you to automate workflows
- ✓ Helps eliminate repetitive manual work
- ✓ Executes a wide range of tasks including intake, authorization, revenue cycle management, and clinical processes
- ✓ Eliminates bottlenecks and reduces operational costs



RECAP:

Optimize operations & fight the war on repetitive tasks



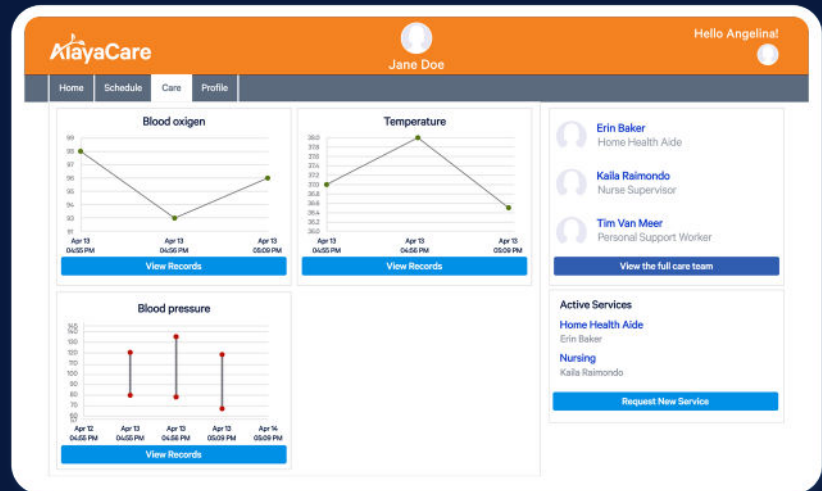
Visit Optimizer:

- ✓ Supports care management
- ✓ Reduces travel time and improves operational efficiency and caregiver satisfaction by automating scheduling, routing and dispatching
- ✓ Saves administrative time for schedulers
- ✓ Saves travel time for caregivers
- ✓ Boosts common KPIs such as increasing continuity of care, maximizing caseload per coordinator, and reducing overtime



RECAP:

Optimize operations & fight the war on repetitive tasks



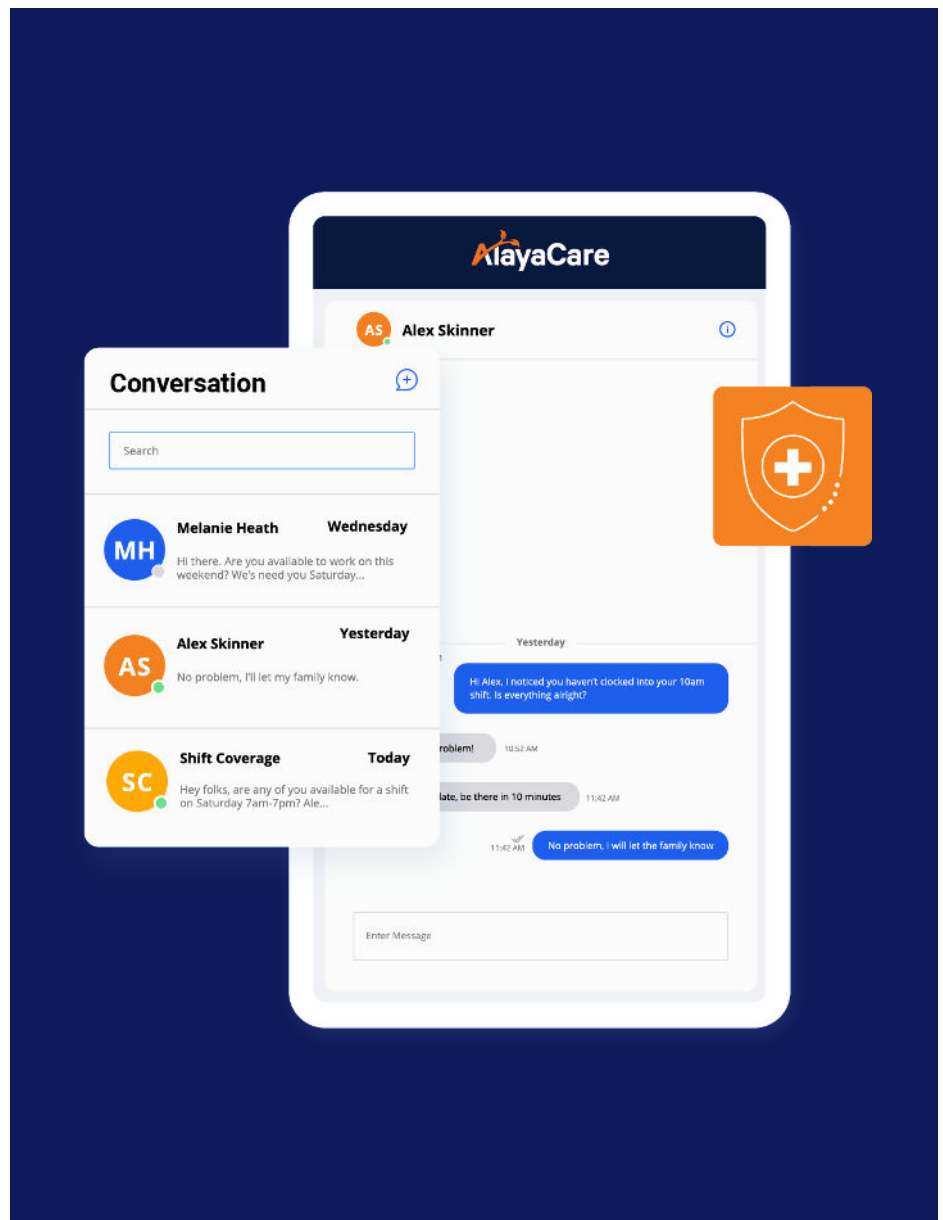
Family Portal:

- ✓ Engages client's circle of care with real-time, accessible and accurate information
- ✓ Reduces need to call clients with updates to scheduling, payments, or care plans – as well as the need for continual manual entries
- ✓ Helps manage risk as centralized information can't be missed or misinterpreted among care team members
- ✓ Empowers clients and families to be active participants in care plans, generating better outcomes
- ✓ Brings full transparency as clients can see and manage schedules, care plans, payments in real time



RECAP:

Optimize operations & fight the war on repetitive tasks



Secure Messaging:

- ✓ Ensures privacy of client information
- ✓ Allows for instant, real-time communication between care team members and back office staff
- ✓ Reduces multiple channels of communication, saving time
- ✓ Eliminates the need to log in to secure servers to obtain client information
- ✓ Enables transparency which eliminates repetition of directions, questions and reduces risk of errors



...Plus:

A software platform must quickly generate reports to alleviate the administrative burden related to finance. AlayaCare's data and intelligence engine can automate reports to simplify and reduce time spent on billing and payroll.

Click here to download a case study that explains how Acclaim Health is transforming itself into a data driven organization.



[Download Now](#)

With AlayaCare's end to end software platform, spend your time making decisions and building relationships with your clients.

Are you ready to join the war on repetitive tasks?



[Contact Us to Learn More](#)