



SUCCESS STORY:

Smart payroll, scheduling and data: how **Home Instead Australia** modernized its franchise network



Home Instead Australia was founded in 2005 and now has 39 offices across the country, helping clients retain their independence, health, and safety at home. It's part of a global network of Home Instead high-quality senior care service providers – first created in Omaha, Nebraska – that now counts more than 1,000 offices in 14 countries.

With such a broad grid of franchisees, it was imperative for Home Instead to ensure its systems, processes and procedures were set up to provide seamless, consistent care to support its underlying mission to enhance the lives of ageing adults and their families.

Justin Toon, Director of Home Instead Australia, knew that their legacy system wasn't sufficient to support the needs of the growing organization's franchisors and franchisees. He turned to AlayaCare in July 2018 to implement a robust solution that could modernize their operations and address several key needs.

Focus one: Improve payroll and billing

Justin said that with Home Instead's legacy software, the financial functions of payroll and billing were taking an "extraordinary" amount of time. Two days to process payroll across the franchise network. A full week to complete billing.

"With the AlayaCare system, we are now completing all of this for most offices within 24 hours," he says.

Software that enables e-billing means any home care organization can process claims more quickly, cutting turnaround time from payer to agency. In a franchise network with dozens of locations, inefficiencies can be costly.

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AlayaCare built an electronic billing module that is as foolproof and automated as possible. It skirts a common headache by enabling staff to option banked time for each bill code or assemble fractional hours into whole units – bringing heightened accuracy and ensuring all time is covered by payors. The system allows clients to auto-check each client and service for eligibility, spot potential errors before submission, reduce the risk of rejected claims, and monitor each claim’s process via an audit trail.

Focus two: Generate better data insights

Before implementing AlayaCare, Justin explains that they had to log in to 30 different systems to source key statistics from each location before packaging them and reporting the results to senior management.

“Because AlayaCare is multi-office aware and built for franchises and franchisees, we now have a holistic view across our entire business,” he says. “Being able to get a national or state jurisdiction view all at once rather than trying to source all this data on an individual franchise basis is invaluable.”

Part of the data power of AlayaCare’s platform is its inherent ability to support an organisation’s KPIs to track organizational priorities and tangible goals. Valuable KPIs can focus on key areas like on-time client visits, overall client satisfaction, employee retention, and, of course, reporting and billing. They can cover all facets of a business from HR, finance and marketing to quality of care, optimal use of personal support workers, and client conversion.

Focus three: Revamp caregiver scheduling

Home Instead Australia takes a relationship-building approach to its care and for that reason, matching the right caregivers to specific clients is a vital consideration.

AlayaCare’s optimized scheduling software incorporates maps and routes that make life more convenient for both employees and clients. With accurate travel time metrics in place, machine learning puts the right person in the right place at the right time. For caregivers, an agency can create functional profiles with their workstyle preferences and their skill sets and interests all at the ready – to be matched up with individual client needs.



AlayaCare’s capability has allowed us to perform smart, targeted scheduling. This improves the day-to-day efforts of our caregivers, ensures continuity of care, and positions us well to help our clients achieve better outcomes.

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Director, Home Instead

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The system puts caregiver continuity right up front, even expressed as a percentage in the system. In this way, the software becomes the foundation of ensuring that each client is paired with care workers who know and understand their care plans – who already have a strong relationship in place.



We've seen that smart scheduling has helped with better outcomes for caregivers, they have been very receptive to the AlayaCare mobile app, and quickly adopted the digital technology and timesheets that are quite different than what they are used to.

Justin Toon
Director, Home Instead

Technology to empower home care franchises

Whether you're an established home care franchise, or a new business considering expansion, AlayaCare's cloud-based franchise management software provides unmatched configurability, integration and optimization.

Key features include:



Custom clinical forms and documentation builder to eliminate manual data entry



KPIs and drag and drop features that pull the data you need to the forefront



APIs ensure seamless integration with current systems



Flexible and intuitive clinical documentation



Integrated and collaborative scheduling, billing, and payroll



Feature-rich mobile application



Complete virtual care solution



Client and employee portals



Machine learning and optimization

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