



Case Study

Nucleus Independent Living

How Nucleus Independent Living Transformed Care Communication and Efficiency with AlayaCare's Family Portal





The Bottom Line

Nucleus Independent Living Independent Living implemented AlayaCare's Family Portal to streamline operations, empower clients, enhance communication and family engagement, and ensure compliance with legislation.

As a result of this partnership with AlayaCare, Nucleus Independent Living achieved:

- **1,200+** automated visit cancellations, replacing time-consuming cancellation calls with Scheduling Coordinators.
- **76%** active portal usage by clients and caregivers.
- **83%** client and caregiver satisfaction with the Family Portal.
- **12%** reduction in total calls answered.
- **8%** decrease in time spent answering calls.



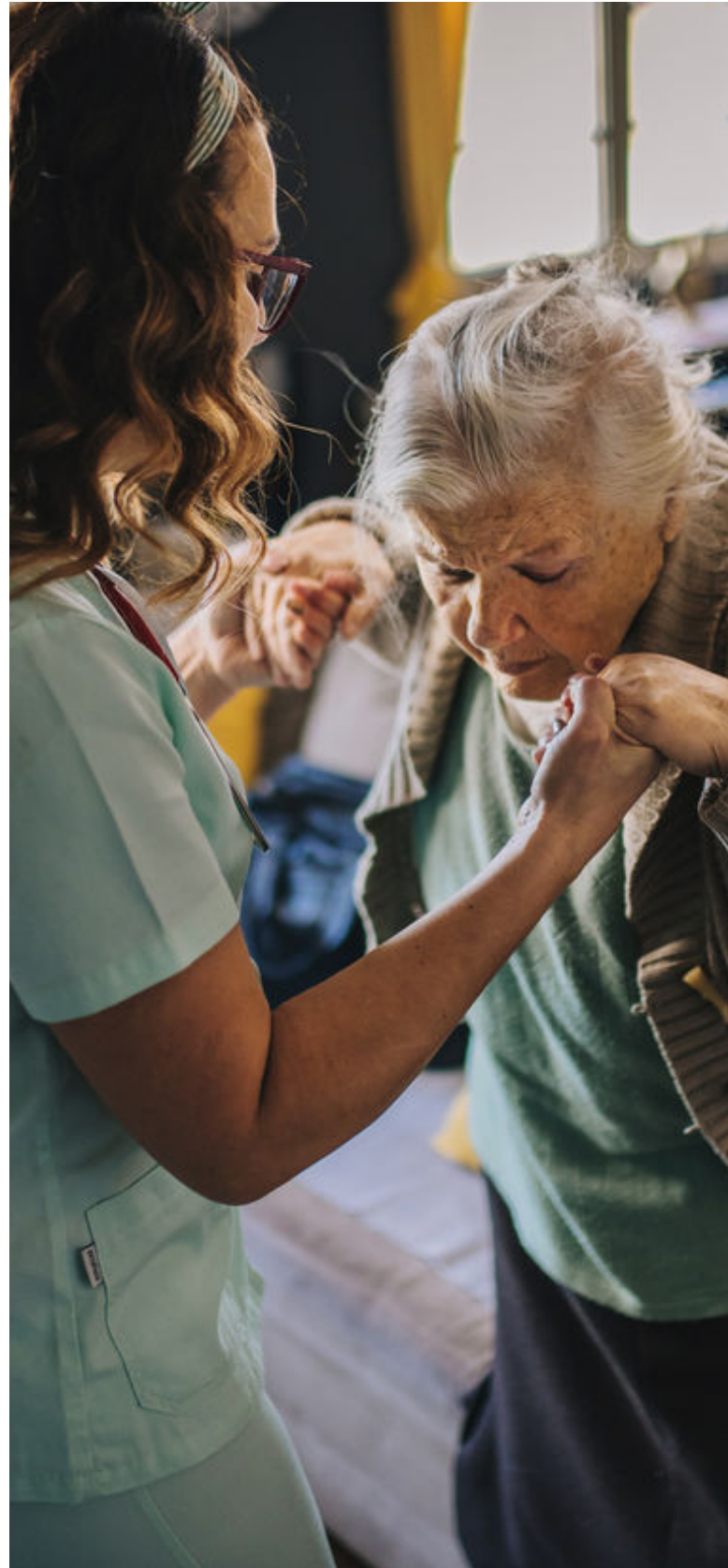
The Company

For over 40 years, Nucleus Independent Living has provided essential in-home care services to seniors and adults living with permanent physical disabilities in the Mississauga-Halton region. These services help individuals maintain their independence while receiving the support they need to remain in their homes.

Nucleus Independent Living' personal support staff visit clients — seniors aged 65 and older and adults with permanent physical disabilities — up to three times daily to assist with meal preparation, bathing, medication reminders, and safety checks. Programs offered include Supports for Daily Living (SDL), Attendant Outreach (AO), and Supportive Housing (SH).

In 2020, Nucleus Independent Living embarked on a digital transformation journey to streamline operations, reduce manual tasks, and empower both staff and clients with better access to information for more informed decision-making.

Beyond direct care, Nucleus Independent Living also plays an integral role in the community, managing Central Intake for various regional programs such as SDL, Caregiver Recharge, Adult Day Services, and Meals on Wheels and operating the Regional Learning Centre.



The Challenges

With a long-standing commitment to delivering compassionate care and actively supporting the community, Nucleus Independent Living has become a trusted provider of in-home services.

To continue delivering exceptional care, Nucleus Independent Living needed an innovative solution that would empower client and family decision-making and reduce the administrative strain on staff.



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When our new CEO, Laura Salisbury joined in 2020, Nucleus Independent Living was functioning as a fast-paced, reactive organization, with most time spent on firefighting issues. As a data-driven leader, Laura pursued a massive overhaul and significant upgrade of Nucleus Independent Living’s digital assets to ensure accurate and timely information for decision making.”

— **Bushra Kundi**, Senior Clinical Applications Specialist, Nucleus Independent Living



Challenge 1: Inefficient Client Communication

Nucleus Independent Living relied on traditional methods such as phone calls, emails, and paper-based systems to keep families informed about their loved ones' care. While these methods worked in the past, they were time-consuming and often resulted in delayed or incomplete care updates. Without real-time information, families felt disconnected from the care process and struggled to fully engage in their loved ones' care plans.

Recognizing the importance of keeping families connected and informed, Nucleus Independent Living saw the need for a solution that would provide families with real-time access to critical care information. This would not only improve communication but also empower families to be more involved, helping them stay engaged and ensuring a better overall experience for both clients and their families.

Challenge 2: High Administrative Burden

Nucleus Independent Living encountered challenges with the high volume of routine requests for scheduling information from clients and caregivers as well as requests for visit cancellations. These administrative processes could be minimized through the family portal technology, enabling time efficiency for staff to divert to different aspects of client care.

Acknowledging the importance of resource management, Nucleus Independent Living identified the need to streamline these administrative tasks. By adopting more efficient communication strategies, Nucleus Independent Living aims to enhance staff availability for client interaction, thereby improving service quality and overall organizational performance.

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The Family Portal was never about simply turning on access and passively observing who joined. It is a strategic vehicle to communicate and empower our clients.”

— **Bushra Kundi**, Senior Clinical Applications Specialist, Nucleus Independent Living





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The Family Portal enables better analysis of cancellation reasons, facilitating insights into Personal Support Worker performance and client care reassessments. This enhancement allows for targeted administrative improvements and optimizations in care delivery.”

— **Oliver Blunn**, Chief Operating Officer,
Nucleus Independent Living

The Solution

To address these challenges, Nucleus Independent Living sought a solution that would enhance communication, streamline administrative tasks, and foster greater family involvement in their loved ones' care. After careful evaluation, Nucleus Independent Living selected AlayaCare's Family Portal.

This platform enabled Nucleus Independent Living to create a more transparent and efficient care system, providing both staff and families with real-time access to vital information, ultimately empowering everyone involved in the care process. The implementation also aligns with **Ontario's Connecting Care Act, Regulation 187/22**, ensuring compliance while advancing Nucleus Independent Living's digital transformation journey.

By integrating AlayaCare's Family Portal, Nucleus Independent Living takes a significant step forward in its vision: “Reimagining community and care, together.” This initiative also supports their mission to enable adults to live with independence and a high quality of life in their communities by delivering extraordinary care at home.

Data-Driven Decision Making

AlayaCare's Family Portal gave Nucleus Independent Living valuable data insights that significantly improved decision-making. By integrating previously siloed systems and tracking client interactions and visit cancellations, Nucleus Independent Living was able to make better data-driven decisions that enhanced support for frontline staff performance and optimized resource allocation.

These operational insights enabled Nucleus Independent Living to make data-driven adjustments to its care plans to more effectively allocate resources and meet evolving client needs, improving efficiency and care outcomes.



Improved Communication and Engagement

AlayaCare's secure, HIPAA-compliant Family Portal gave Nucleus Independent Living' clients and their families real-time access to critical care information, such as personal health details, care plans, and medication lists. This ensured compliance with **Ontario's Personal Health Information Protection Act (PHIPA)** — which grants individuals access to their personal health information — and protected Nucleus Independent Living from the risks and costs associated with non-compliant solutions.

The platform also allowed for two-way asynchronous communication between Nucleus Independent Living care teams, clients, and their families, streamlining the exchange of information and reducing the need for time-consuming phone calls and emails.

With less time spent manually communicating with clients and their families, Nucleus Independent Living witnessed a drop in inquiries regarding client schedules. This allowed Care Team Leads to focus on more critical tasks while keeping families informed and engaged.



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Clients and their distant family members express high satisfaction with the ability to access care schedules and team details, fostering a sense of involvement and peace of mind.”

— **Bushra Kundi**, Senior Clinical Applications Specialist, Nucleus Independent Living

The portal also gave families real-time visibility into Personal Support Worker (PSW) activities, such as arrival times, which significantly reduced complaints and improved client satisfaction and trust.

Clients with learning disabilities or dementia were particularly appreciative that the Family Portal allowed them to see who was coming to their home. One client expressed, “Because of my learning disability, it’s really important that I know who’s coming, and now I do.”

By improving communication and care transparency, Nucleus Independent Living was able to enhance client and family engagement, leading to more efficient care coordination and ultimately better overall care quality.





Better Operational Efficiency

Improving operational efficiency was a top priority for Nucleus Independent Living, and AlayaCare's Family Portal contributed significantly by automating manual tasks such as visit cancellations. This automation notably reduced administrative burdens, resulting in a 12% reduction in total calls answered and an 8% decrease in time spent on those calls. As a result, Care Team Leads (CTLs) and Scheduling Coordinators faced fewer interruptions from client and caregiver calls, enabling them to concentrate on higher-value tasks.

By tracking cancellations, Nucleus Independent Living aims to identify changes in clients' care needs and patterns in staff performance. These insights will allow Nucleus Independent Living to fine-tune care plans and optimize staff allocation. Implementing these measures is expected to reduce operational costs and improve care delivery, supporting the organization's commitment to continuous improvement and high-

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Our team finds the portal invaluable for efficiently managing schedules and cancellations. The ability to quickly ascertain who is canceling visits and why enhances responsiveness and service continuity.”

— **Elise Robertson**, Senior Manager, Client Services, Nucleus Independent Living



The Results

1. Improved Family Engagement: 76% Active Portal Usage

By the end of the pilot phase, 76% of Nucleus Independent Living clients and caregivers were actively using the Family Portal — with 83% reporting satisfaction with its features. Client family members living far from their loved ones were especially appreciative of the portal's real-time updates, which provided them with a vital sense of involvement and reassurance.

Nucleus Independent Living' strategic onboarding process was a key factor in its success, making it easy for clients and caregivers to integrate the Family Portal into their daily lives and empowering them to stay engaged in the care process.



2. Operational Efficiency Gains: Over 1,200 Automated Visit Cancellations

The Family Portal helped Nucleus Independent Living automate over 1,200 visit cancellations, leading to approximately a 12% reduction in call volume and an 8% decrease in time spent on routine communications.

While the number of calls requesting information on schedules reduced, other more meaningful client interactions increased. With more streamlined communication, staff could focus on these, leading to a better care experience.

These automation improvements helped Nucleus Independent Living better manage scheduled visits, optimize resource allocation, and strengthen client-caregiver relationships.

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Scheduling coordinators have observed a noticeable dip in the frequency of calls following the automation of cancellation requests through the Family Portal.”

— **Fatima Tanveer**, Client Services & Scheduling Team Lead, Nucleus Independent Living

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“Care Team Leads rated their satisfaction with the Family Portal at 8/10, noting that it helped them manage schedules and cancellations more effectively.”

— **Bushra Kundi**, Senior Clinical Applications Specialist, Nucleus Independent Living





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What I enjoy the most about having the Family Portal is to be able to log in and see the full week schedule of the personal support worker coming in for my husband's care. With the app, we know the time they come in and who is coming. Also, if we need to make any cancellations, we can do it directly from the app.”

— Wife and Natural Caregiver of Nucleus Independent Living's Client

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For clients with dementia, caregivers have found the portal extremely useful. It allows them to prepare for visits by caregivers who may be unfamiliar, ensuring that they are present to introduce the caregiver and provide a smooth transition.”

— Bushra Kundi, Senior Clinical Applications Specialist, Nucleus Independent Living

3. High Client Satisfaction

After the Family Portal was introduced, 83% of clients and caregivers expressed satisfaction with the system, highlighting how timely and accurate communication has become essential for addressing evolving health needs.

Clients with multiple caregivers or complex needs felt especially secure and informed, thanks to the portal's real-time updates and streamlined communication.

Access to timely updates and clear communication established a foundation of trust between clients and their caregivers, enhancing overall satisfaction for clients and their families.





4. Empowered Care Teams and Data-Driven Decisions

The portal provided Nucleus Independent Living with valuable insights that enhanced its decision-making process, revealing the following reasons behind visit cancellations:

- **37.9%** canceled without providing a reason.
- **28.7%** had family visiting or were visiting family.
- **19.9%** had other medical or health appointments.
- **5.0%** cited other reasons, such as bad weather or timing.
- **4.3%** due to holidays or special events.
- **2.7%** were unwell.
- **1.6%** had hospital or emergency department visits.

This data-driven approach allowed Nucleus Independent Living to identify patterns in care and staff performance, leading to continuous improvements in both their operational strategy and client care.





The Conclusion

For Nucleus Independent Living, AlayaCare's Family Portal was not just a solution to communication and organizational challenges, it laid the foundation for real, lasting improvements in care delivery, transparency, and client outcomes. These tangible improvements have contributed to Nucleus Independent Living' CEO, Laura Salisbury, being named Community Care Leader of the Year by Digital Health Canada in May 2024. Nucleus Independent Living also earned AlayaCare's Transformation Excellence Award at the Better Outcomes Conference, reinforcing its role as a leader in care innovation.

By reducing administrative tasks, improving communication, and making it easier for families to stay engaged, Nucleus Independent Living has taken its quality of care to the next level. If your organization is ready to improve its operations and strengthen communication, AlayaCare can help.

[Request a demo today](#) to discover how Alayacare can transform your operations.



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