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Delivering more
AlayaCare empowers providers

AN ADVERTISING FEATURE

AlayaCare Residential is a cloud-based system to provide effective and efficient residential care services.

Delivering better care outcomes – AlayaCare empowers providers

Along with the multitude of challenges for the aged care sector, 2020 has made it abundantly clear that technology can support aged care providers to deliver better care outcomes for residents.

As the COVID-19 pandemic and the ongoing aged care royal commission have dominated aged care this year, AlayaCare says its focus has been on continuing to support aged care providers through these challenging times. The global technology company specialises in enterprise software for residential, home and disability care organisations.

Since acquiring fellow aged, community and disability software vendor Procura at the beginning of the year, AlayaCare has launched an innovative robust and reliable cloud-based



Annette Hill

system to help residential aged care organisations provide more effective and efficient services.

AlayaCare Residential, which relaunched in April this year, offers a holistic view of resident information with the aim of allowing staff to provide more personalised care. The product was formerly known as CareExchange under Procura.

The scalable platform has been developed from the ground-up through feedback from current customers and clinical experts in the industry. It aims to simplify complex multidisciplinary charting and workflows.

AlayaCare Residential also features inbuilt

integration with PainChek, Picalere and Medi-Map software to seamlessly support pain, wound and medication management. This aims to support providers to perform tasks more efficiently and effectively, and ensure clinical compliance and better health outcomes for residents, says Annette Hili, AlayaCare ANZ general manager.

The heavy burden of legislative compliance adds significantly to the cost and complexity for residential aged care providers, says Hili.

“Service providers need their team members focused on the hands-on support of residents, but they often get swamped trying to access information about residents and with the requirements of documentation to ensure they can prove their compliance,” Hili tells *Australian Ageing Agenda*.

“AlayaCare Residential has been designed by subject matters experts in the industry to help ease the burden of documentation and access to data by making this as efficient as possible. This in turn, enables care workers to spend more time with residents,” she says.

Award-winning solutions

This year also saw AlayaCare win the best software development or deployment at ITAC 2020 in March with New Zealand aged care provider Enliven. The deployment involved the implementation of the then Procura clinical care solution integrated with pain assessment technology PainChek at Enliven Peacehaven Village, where residents experienced improved outcomes as a result.

The solution has supported Enliven to reduce paperwork, increase operational efficiencies, reduce administration costs and improve



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AlayaCare Residential offers a holistic view of resident information to allow staff to provide personalised care

business processes to support staff to deliver better care to residents.

Prior to implementing the clinical care suite, Hili says Enliven’s greatest challenge was its manual paper-based processes, which were time consuming and difficult to manage.

“The AlayaCare team worked with the Enliven

“The integration takes pain management to a new level.”

AlayaCare Residential features inbuilt integration with pain assessment app PainChek

Residential management module features

AlayaCare's forthcoming residential management module is designed to support daily operations and assist aged care organisations to increase profit and productivity. The platform, which is expected to launch in early 2021, will feature:

- waitlist, occupancy and resident management
- funder setup and configuration
- invoice generator
- ACFI and subsidy management
- medicare online B2B claiming
- accommodation payments and contributions
- reporting and organisational management.

Clinical care module features

AlayaCare's clinical care module allows staff to document care via a tablet or at their workstations. Key features include:

- powerful form designer
- clinical documentation
- charting
- assessments and care plans
- workflows and event templates
- enhanced workbook
- registers for quick access to information.



care team to configure and install AlayaCare Residential Clinical Care solution in a way that met the corporate objectives while enabling individual site-specific needs," she says.

In addition to PainChek, the deployment included integrating with Medi-Map medication management and Pixelere wound management applications, she says.

"Since the deployment, Enliven reported a significant reduction of paper, better utilisation of time, and an increase in staff engagement, which improved their financial return," Hili says. "Following the rollout, 15 filing cabinets were removed and this space converted to recreational space for residents."

The pain management software has also significantly increased the number of pain assessments completed by staff, facilitating prompt access to appropriate treatment for residents, and created an easier and improved work environment for staff, she says.

It has also supported nursing staff and clinical carers through improved administration, reduction in errors and accessibility to assessments and charts.

"The integration takes pain management to a new level," Hili says.

Enliven has undergone three audits and accreditation checks since it implemented the clinical suite and have in turn, received the highest level of results since the implementation of the platform, she says.

"Enliven has attributed this to better processes and documentation enabled through the AlayaCare Residential Clinical Care Solution,

Following the rollout, 15 filing cabinets were removed and this space converted to recreational space for residents."

which provides their staff more time to spend with their residents," Hili says.

The software has been built with the latest cloud-based web standards and technology and flexibility, allowing aged care providers to develop custom clinical content without paying for software code changes. The online solution also saves time on workflows and reduces or eliminates paper documentation and is device agnostic, Hili says.

Support during COVID

During the unprecedented time of COVID-19, aged care providers have had to cope with a plethora of challenges while under enormous pressure including the need to increase infection protection and control measures, the use of personal protective equipment and documentation.

To help residential aged care providers meet their needs throughout the pandemic, AlayaCare released COVID-specific resources, Hili says.

"With the support of AlayaCare's Clinical Product Manager, a number of COVID forms and assessments were developed as soon as the pandemic hit, which enabled providers to deploy these in their environments seamlessly with minimal effort on their part," she says.

Adrian Schauer, AlayaCare founder and CEO, says the pandemic has thoroughly tested the aged care industry. COVID-19 has undoubtedly disrupted our health, economy, politics and the way in which we work, Schauer says. But he is also optimistic about the year ahead.

“We want to partner with our customers to ensure that the solutions we are offering are meeting their objectives and delivering better outcomes to their clients.”

“Today, nine months into the pandemic, and for many businesses the dark times and challenges continue, situations that were hard to imagine we now have to face as a society,” Schauer. “Still, this year has brought many moments of profound humanity and light, as well as the realisation that this absolute tragedy could, in its wake, leave a world changed for the better.”

If there ever was a year requiring the implementation of new technological solutions, 2020 is it, he says.

Different from others

AlayaCare Residential is far from the only technology platforms seeking to support aged care providers and improve care delivery outcomes. However, Hili says AlayaCare Residential has several features that make it stand out from other platforms on the market, including customisable forms.

“AlayaCare Residential enables customisable configuration for the creation of forms, whereby adding new fields and code tables for specific data capture is possible from the front end,” Hili says. “Its external application programming interface allows for flexibility to build integration to any electronic solution or to enable dynamic business intelligence.”

Support during emergencies

AlayaCare Residential has also proven an asset during a weather-related emergency, says Renee Watson, a product specialist with AlayaCare.

The evidence-based best-practice care platform supported New Zealand aged care provider Enliven to swiftly recover from an extreme weather event which caused severe flooding at Enliven Resthaven, she says.

Due to the unforeseen event, Enliven Resthaven residents were evacuated overnight in an emergency operation. However AlayaCare Residential made transferring resident records during this emergency simple, Watson says.

All resident data, including notes, medication charts, contacts and wounds information were transferred within minutes to the new facility allowing continuity of care to be seamless, she says.

Enliven says it was beneficial for all involved to have the technology available to support them during the crisis.

“Staff were able to pick up a tablet and take the entire resident file with them, which meant there was no gaps in documentation,” Raewyn Healey, Quality Manager from Enliven says.

“We would never have achieved the same level of care continuum we did without AlayaCare Residential.”



Assess residents' pain wherever they are with the PainChek app within AlayaCare Residential

Scan the QR code to book your demo!



The inbuilt integration with Medi Map, Pixalere and PainChek are also key differentiators to other platforms and enable AlayaCare Residential to support providers in delivering better care outcomes, she says.

AlayaCare's mission is to empower care providers to achieve better outcomes by delivering transformative technology and data insights to focus on what really matters, says Hili.

“We want to partner with our customers to ensure that the solutions we are offering are meeting their objectives and delivering better outcomes to their clients,” she says.

“AlayaCare is focused exclusively on developing advanced new technology where everyone works together to collaborate for a better-connected care system to drive a prosperous future for delivering the best outcomes to aged, community and disability care.” ■

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