

How Technology can Help Eliminate Home Care Employee Churn

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Value-Based Payment Models



Declining Reimbursement Rates

Care Worker Shortage & Wage Increase



Finding and retaining quality care workers is the #1 challenge in the home care industry



Care Worker Turnover is

1. Expensive



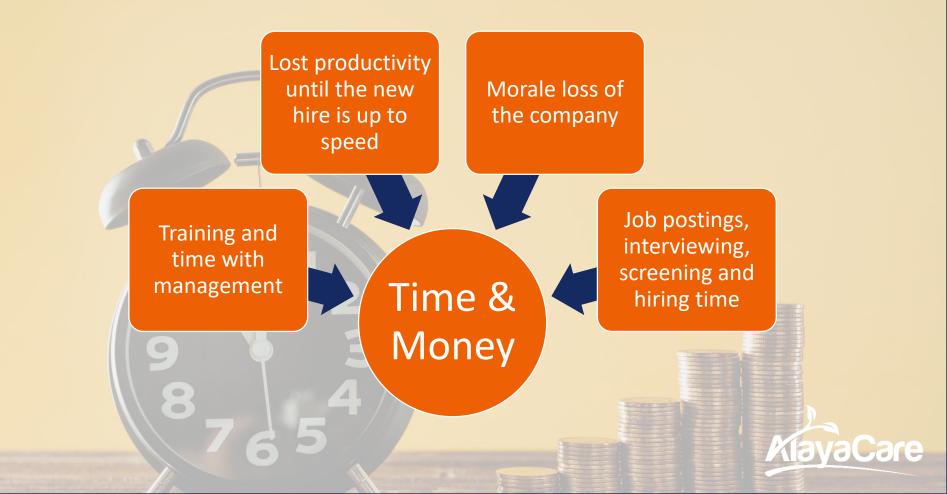
\$5,040 Turnover Cost Per Care Worker



Care Worker Turnover is:

Expensive
 Time Consuming





Care Worker Turnover is:

Expensive
 Time Consuming
 Frustrating





Care Worker turnover raises the risk of missed visits, making existing clients unhappy and forcing the scheduling staff to scramble at the last-minute



Modern Cloud Systems



The role of A.I. & Optimisation



1) Mobile App





The Ultimate Mobile Solution

- 1. iOS/Android
- 2. <2 Hours of Training
- 3. Employee Portal
- 4. Offline Mode
- 5. 100% Paperless
- 6. Incident Management

- 7. GPS Technology
- 8. Voice To Text
- 9. Education Portal
- 10. Call off/ Messaging
- 11. QA on the Device Level



3) Modern Cloud Systems

- Interoperability
- Business Intelligence

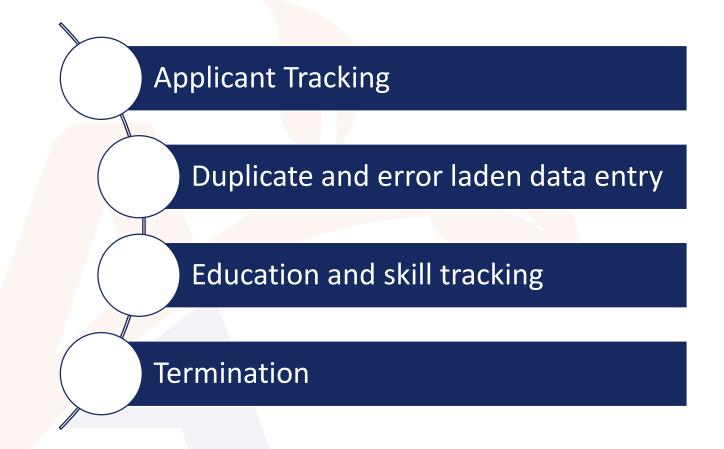
SILOS ARE ALL TOO COMMON*

80% of companies report high or moderate degrees of data silos

2/3 experience some degree of shadow (or rogue) data depositories



are unable to provide a comprehensive, single customer view



Biggest Positive Contributor to success is....

On Demand Pay!







3) The Role of A.I. & Optimisation

Human vs. Machine Scheduling

| MayaCare | | 2 | | | | | | | | 2 |
|------------|---|---------------------------|-------------|--------------------|-----------------------------|----------------|--------------|---------------|-----------|---------------------------------|
| | Sandrine Fortin | | | | | | | | | |
| Ô | Overview Care Docume | ntation Services C | are Team Sc | hedule Acco | unting Tasks | Settings | | | | |
| DASHBOARD | Services > Persor | nal Support > Coordina | ate Service | | | | | | | |
| CLIENTS | Constraints 🔅 | Associated Emplo | yee X Food | Handling Certifica | te X French X | Toronto E | ast 🗙 30 min | between visit | s x 🛛 🔁 | |
| * | Service Department | Continuity of Care | × Mo × | Tu X We X | Th x Fr 1 | K Seniorit | y x | | _ | |
| EMPLOYEES | - Nursing Visits Frequency | | <u> </u> | • | Ortion 1 | _ | _ | | | |
| ណ៍ | - From 2017-05-01 - To 2017-11-19 - 5 visits - weekly | +55 Min/Week | 7 | 0 Conflicts | Option A Jackie Mitchel, | PSS | Mo, Tu, Th | 9:00 - 10:00 | L | Create Sche |
| ACCOUNTING | - 1h per visit - Mo-Tu-We-Th-Fr | \$100% | | 0h | Bobby McBob, F | | We, Fr | 13:00 - 14:00 | Å | |
| t | Required Skills - Home Support Worker I | Optional Sk | | Over Capacity | | | | | | |
| SCHEDULES | - First Aid | Scheduling Details Calend | | | | | | | | |
| \$ | Keep current visits Unavailabilities | Name | Seniority | Continuity | Skills | Availability | Work Hours p | er Week | Caseload | Travel Time |
| SETTINGS | Employee Schedule | Jackie Mitchel, PSS | 2012-02-24 | 91% | 100% | C 27/27 | 0 26 | 30 | 5/6 | ~ +25 min/w |
| | - Unavailabilities | Bobby McBob, PSS | 2010-04-15 | 6% | 100% | G18/18 | 0 12 | 24 | 2/4 | ~ +30 min/w |
| | Blocked Employees - Marcel Proust | | | | | | | • | | |
| | | | | | | | | Ам | onday May | 01 2017 (|
| | | | | | | | | | | |
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Better Schedules = Satisfied Staff

Technology Enables:

Accuracy

Real-time information

Reduced travel time

Faster coordination

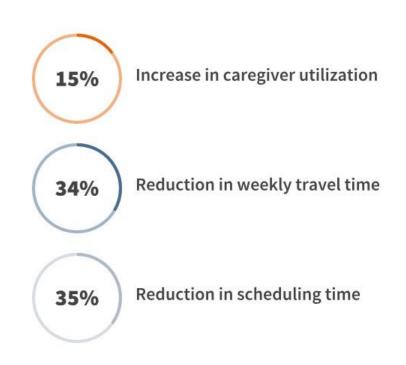
Employee-client matching

Optimization





Workforce Optimization







Thank You!

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