

Home Care Service Delivery Transformation: Frequently Asked Questions: Updated October 2021

Has a Vendor been selected for the technical solution to replace ISM?

Yes! AlayaCare has been selected as the successful vendor for our project. AlayaCare is a Canadian-based company that provides cloud-based home healthcare software:

- They offer an end-to-end solution that spans clinical documentation, back-office functionality, client and family portals, remote patient monitoring and mobile care worker functionality
- AlayaCare's mission is to empower care providers to achieve better health outcomes by delivering transformative technology and data insights to focus on what really matters

What will AlayaCare provide for Home Care on PEI?

The ability to modernize Home Care services to provide a better experience to employees, caregivers and clients and achieve better health outcomes through:

- Web scheduling with real-time dashboards on assignments, visits and tasks
- Integrated interRAI assessments
- Care planning tools
- Virtual care and video conference
- Patient & Family portal to help with documentation, communication
- Mobile app for caregivers, with access to real-time information/care plans and the ability to log completed activities, clinical notes, pictures, and documents

Where are we with the move to using the interRAI-HC to replace the SAST?

- Three staff have received training on how to complete the interRAI HC. The training is provided by Canadian Institute for Health Information (CIHI)
- We developed a comparative study, to learn what the effect of moving from the SAST to the interRAI will mean to our province. The three trained assessor have completed the interRAI for clients who have already had an SAST completed. We are nearing completion of the data gathering stage, will send the data to interRAI for analysis
- We have been reaching out to the Long-Term Care and Acute Care partners to discuss the changes that will be coming when we make this move in Feb 2022

Does the client need to have WIFI for us to chart in their home?

No. AlayaCare is a cloud-based solution, and all the tablets have a SIM card and function the same as a Smartphone. Therefore, data will be used when working in AlayaCare either on the tablets or the Google Pixel smartphones. The information will be updated in the clients file in real time. This means after you have updated a client chart information everyone accessing that client file will also automatically see your update.

Do we need to access AlayaCare with a VPN access?

No. AlayaCare is a cloud-based so only internet is required. VPN for remote access or being on a government intranet will still be required for anything on government servers such as our shared drives.

What will happen if I am charting in a client’s home in an area without service?

The information will be saved on your tablet or smartphone and will upload into AlayaCare’s cloud-based solution when you go back into an area with service.

Will we have access to our client’s data/information that is currently kept in ISM when we make the move to AlayaCare?

There are two ways that you will have access to client’s data/information that is currently kept in ISM when the move is made to AlayaCare:

- 1) The project team is working with both AlayaCare and the ISM team to identify all active clients, their most recent assessments, and other pertinent information that will be moved into AlayaCare for easy access at go-live.
- 2) If staff require information that hasn’t been moved into AlayaCare, it will still be in ISM. Staff who require access to ISM into the future will still be able to log into ISM to view the required historical information. The plan is to eventually phase out access to ISM, with a few key positions retaining access in the event it is required.

Will the new system be connected to other PEI health systems?

Yes. The new system will be connected to the Client Registry (for new clients’ PHN and demographic information), and to the Clinical Information System (CIS/Cerner) for information on ER and Inpatient visits.

Will AlayaCare have a testing software/solution to test out new forms, changes to process like ISM did?

Yes. AlayaCare will have a testing environment as well as one for training purposes.

Has new hardware been deployed to all offices?

New hardware is being deployed across the province (cell-enabled tablets, desktops, docks, and monitors). Deployment is expected to wrap up in October, with a period of support and stabilization until after Go-Live.

What are the Working Groups for this project?

We have created several Working Groups to support the implementation of our project.

Working Group	Focus
Functional Workflow / Business Process	<ul style="list-style-type: none"> • Update existing functional workflow & business process documentation • Identify all future state processes that will change from: <ul style="list-style-type: none"> ○ Provincial Home Care Solution ○ interRAI Assessment • Develop test scenarios to be used during UAT

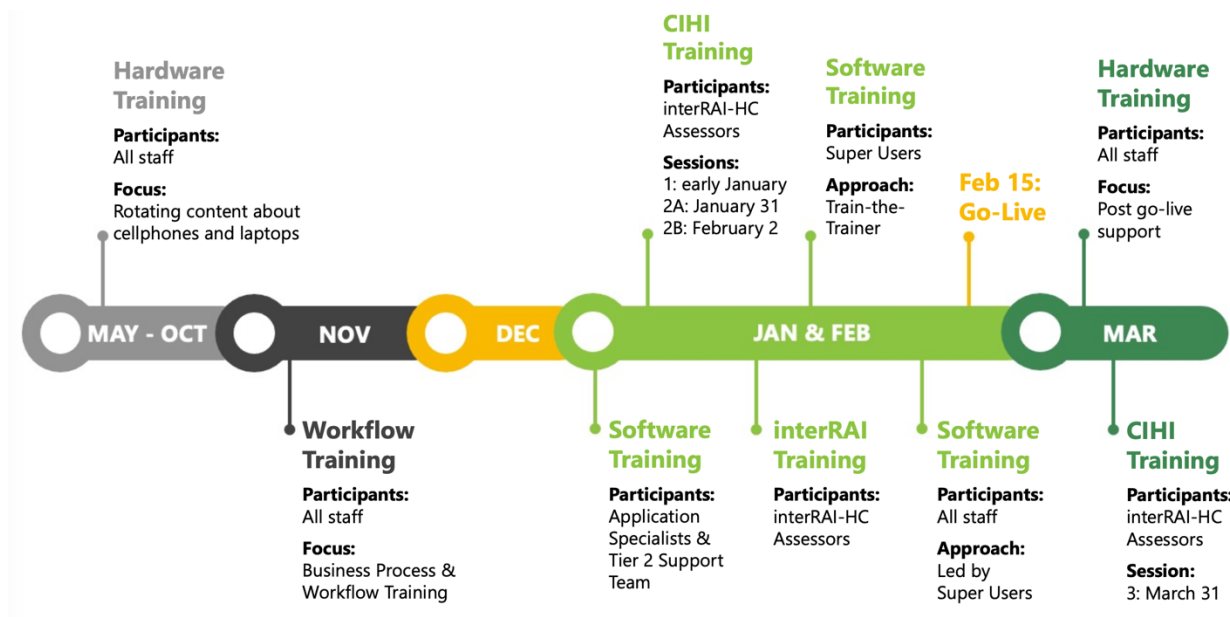
Data Migration	<ul style="list-style-type: none"> Develop Data Migration Strategy & Plan to implement the solution
Change Management & Communications	<ul style="list-style-type: none"> Support Change Management & Communications Plan Develop the Training Plan
Hardware	<ul style="list-style-type: none"> Finalize Hardware Rollout Strategy Develop corresponding plan to implement strategy: Distribution, testing, training, etc.
Systems Integrations	<ul style="list-style-type: none"> Develop Integration Strategy & Plan (Roadmap) to help implement all required system integrations Develop roadmap for future integrations with other systems & technologies
Client & Family Focus Group	<ul style="list-style-type: none"> Bring a client and family perspective to future state business processes Identify impacts on clients and families, and provide recommendations for, the Portal, RPM (especially hardware) and Virtual Care

What training will staff receive?

Training is an essential component of the implementation plan and training time was accounted for within the business case. The project team, in consultation with Home Care and the successful vendor(s), have developed a training plan for all staff.

Has training begun? What is the schedule?

Training has begun for our project – we have delivered a number of Tech Tips sessions as part of the Hardware Training. Here is a snapshot of the upcoming training schedule:



What is Business Process and Workflow Training?

This training will be provided to all staff in Home Care on upcoming changes to business processes and workflows. The sessions will be 3 hours in length via Web-Ex. Home Care Managers will work

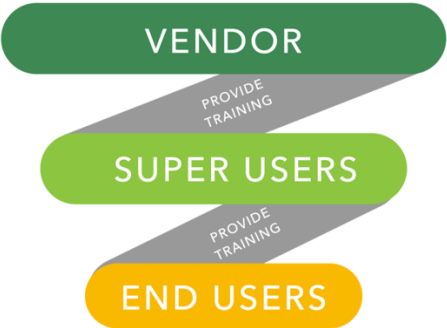
with the scheduling clerks to ensure all staff get to attend a session. Multiple session will be held over a week-long period.

What is CIHI training and who gets this training?

The Canadian Institute for Health Information (CIHI) provides training throughout Canada on the interRAI assessments. Staff who will act as our Assessors will receive this training.

What is our training approach for Technical Training? (Solution Training)

We will use a train-the-trainer approach. The Vendor (AlayaCare) will provide training to Super Users (a small number of Home Care staff) who in turn provide training to the End Users (all Home Care staff):



- This approach trains our own **internal HPEI experts** who can transfer skills and knowledge to other staff
- Super Users learn the new software solution **AND** they learn training skills
- End Users feel at ease because they are learning from **teammates they already know**

Super User: Staff identified throughout Home Care that will receive training on the AlayaCare solution and will function as trainers for all Home Care staff.

End User: All staff that require AlayaCare solution training. This group will be trained by the Super Users.

Home Care Service Delivery Transformation:

Frequently Asked Questions: Updated December 2020

What is interRAI?

InterRAI is the “gold standard” for health care assessment internationally. Within Home Care, the interRAI-HC tool will be used. The interRAI-HC is a reliable, person-centered assessment that informs and guides comprehensive care and service planning in the Home Care sector. It is widely used around the world and in every Canadian province, with the exception of PEI and the territories.

Why replace the current SAST with interRAI-HC?

- SAST is a “home grown” assessment which has the potential to be subjective
- SAST does not provide a scientific and evidence-based assessment to develop a care plan
- Not able to extract/collect data about Home Care clients

Can inter-RAI be used with current ISM system?

ISM, our current case management system, cannot be used with the interRAI tool, as it is not interRAI compliant. The interRAI assessment needs to be part of the ongoing client chart and care plan, otherwise, valuable hours of clinical time will be used to duplicate the findings of the assessment into the case management system.

A new case management solution to replace ISM has been awarded to AlayaCare. Assessments and care plans will be completed and entered through the new case management system to ensure clinical time is used efficiently and staff have access to and can timely share client information.

Along with the interRAI-HC assessment and new case management system, what else is involved in this project?

- Explore options for integration with other provincial electronic health systems (e.g., Cerner, Client Registry)
- Implement a scheduling application to improve & automate scheduling of home visits
- Explore options for integration
- Implement a mobile solution which will require laptops/tablets and mobile devices for home care staff to enable a “live” chart in the home and improve travel efficiency
- Ensure reporting and analytics capabilities using the Home Care data

What will this mean to our clients?

Your clients will continue to receive high quality, personal and compassionate in-home care from you and the rest of the Provincial Home Care Team. The new assessment will potentially improve care as clients will benefit from an interRAI assessment at the beginning of services, and it will be repeated on an annual basis. The client will also benefit from having their information in a live chart in the home, ensuring the most up to date information to inform their care plan.

What difference will you as a Home Care staff person see?

interRAI-HC

- The interRAI assessment tool, when used over time, will provide the basis for an outcome-based assessment of the person's response to care or services. These new supports will also enhance system planning, so you will see more regular reporting that is comparable to data collected across Canada.

Scheduling Software

- The current scheduling is paper-based, inefficient and administratively burdensome. With a new electronic scheduling system, it will improve efficiency, and allow staff to access schedules on a mobile platform. This will also allow us to gather information on the volume and type of services we are providing to our clients.

New Case Management System (AlayaCare)

- The new case management system will result in efficient use of clinical hours, and ability to access and share client information in a timely manner, for all clinicians, wherever they are providing care.

Will more Home Care staff be hired?

Yes. Additional staff are required to implement this project. A request has been approved for a temporary 2-year project team. Permanent scheduling clerks and assessors have also been hired in order to fully implement the new system.

What is the timeline for this project? When will interRAI and supports be put in place?

This project started in September 2019 and will last for approximately 2 years. We will ensure you are kept involved and updated as we continue to proceed with the planning and implementation.

What has been the work to date? Next steps?

Mary Jane Callaghan and Patricia Prosper are leading the project from a Home Care and ITSS perspective. Davis Pier, consultants, have joined as an implementation partner, providing day-to-day leadership and support in project delivery, change management and project management.

Several key project activities occurred over this past year, including:

1. A Request for Information (RFI) was issued - A lot was learned about what is available in the market and what we would like to see, or not see, in our new system. A number of staff across the Island were able to participate.
2. Request for Proposal (RFP) – The RFP, which is the document that describes our needs, was written and following Treasury Board approval posted to the marketplace and it closed October 2020. Requirements gathering workshops to assist in writing the RFP were held in from June to August of 2020 with a significant amount of participation from Home Care, Privacy and ITSS staff. Vendors developed a formal response to the RFP, identifying how their solution addressed our needs. Once received all proposals were vigorously reviewed and weighted to determine the best vendor for us to purchase.
3. Smartphone rollout - New smartphones were and continue to be issued to all Home Care staff, the new phone is the Google Pixel. Training via WebEx has been occurring.
4. Government WIFI – WIFI has been installed in most of the offices that did not have WIFI previously, still to be finished are the day program sites.

5. WebEx - All our conference/boardrooms have been fitted with WebEx cameras and large screens. A limited number of licenses have been issued to staff for the purpose of setting up provincial meetings.
6. Mobilizing Change Management – It is recognized that this is a significant change. The interRAI and Management Team are actively preparing ways to ensure that support is relevant and timely throughout the 18- month project period.
7. Engagement with Staff - Engagement activities will continue to be held throughout project planning and implementation to seek staff input.