AlayaCare Change Management Assessment, Accomplishments and Project Transition

Update # 1: We did a change management assessment focused on AlayaCare. What did we learn and how are we adjusting our approach to implementing change?

In January we kicked off an AlayaCare change management assessment to:
1. Understand the experience of Direct Support Professionals and PMs/Team Leads through interviews.
2. Learn what worked well and what didn't so we can improve communication and training, while applying change management best practices.

Thank you to everyone who participated in interviews across all 7 districts! The change management assessment found that:
- Staff are dedicated and willing to learn but the felt saturated with change.
- Some did not feel equipped and confident to implement the change (i.e., comfort in using computers, need for more training manuals).
- The "why" of the change was not well understood.
- We see the need to modernize how we work (e.g., use software and data more, and take steps towards using less paper).

What are we doing differently?
- Making the "why" more clear.
- Increasing sponsorship from Operations leadership.
- Improving integration between project planning and change management, including identifying the workload and impact in advance as much as possible.
- Adjustments in our training approach e.g., more AlayaCare user guides and materials.
- Applying what we learned to AlayaCare implementations e.g., Passport & Personal Planning launch in April.

Update # 2: With AlayaCare in place, what has been accomplished and what's coming next? What is the status and transition plan for the project and project team?

Recent accomplishments
- All identified forms in AlayaCare have been through the approval process with policy owners. Many have been improved and others have agreed upon actions.
- Launch of new Personal Plan and Goals & Actions Process and features in AlayaCare. DONE!
- Shift to Karis branded AlayaCare (new link: karis.alayacare.ca) DONE!
- Reporting:
  - OI Dashboard for Systems Managers (coming for PMs).
  - New Non-Financial Reporting Process launched June 4th 70% of the work is now automated for PMs!
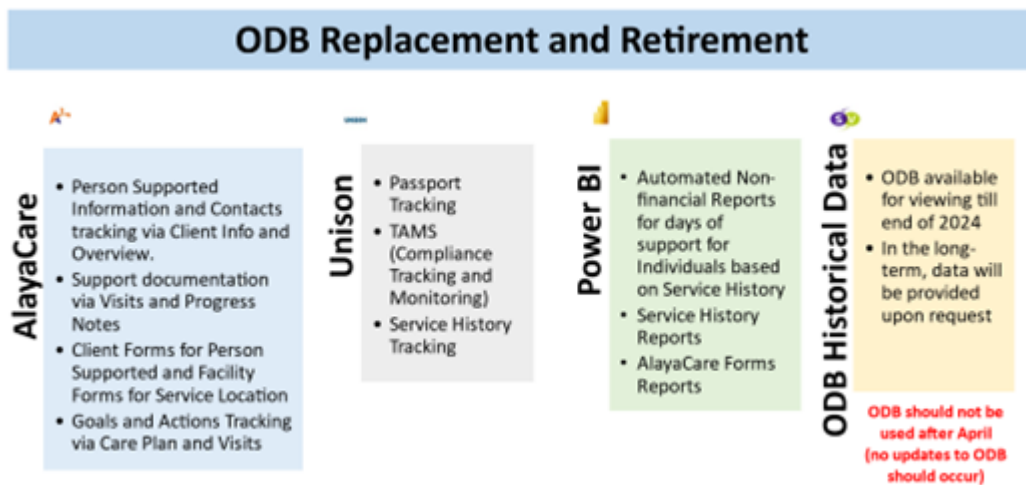
- Microsoft PowerBI Compliance Data report launched to SMs in May and all Managers June 13th.

What's next in AlayaCare
- Major improvements to the calendar based on feedback:
    - More easily see what supports and activities are happening in a person's life at a glance!
    - Search by type of service or support.
- Alignment of service types/descriptions with Menu of Services
- Additional reports, such as:
    - Reports on Goals & Actions
    - Hot Water Checks and Bathing Protocol Reports for PMs (target July)
    - OI Report for PMs (target July)
- Changes to confidential OI submission process for Ontario to allow any OI type to be submitted as confidential.
- AlayaCare general user guide based on staff feedback.

What is the status and transition plan for the project and project team?
We are happy to announce the transition of the initial scope of project work related to the replacing our Operational Database (ODB) with AlayaCare at Karis! This milestone signifies the completion of a significant phase in our journey towards enhancing our services and improving operational efficiency.

ODB Replacement and Retirement

AlayaCare
- Person Supported Information and Contacts tracking via Client Info and Overview.
- Support documentation via Visits and Progress Notes
- Client Forms for Person Supported and Facility Forms for Service Location
- Goals and Actions Tracking via Care Plan and Visits

Unison
- Passport Tracking
- TAMS (Compliance Tracking and Monitoring)
- Service History Tracking

Power BI
- Automated Non-financial Reports for days of support for Individuals based on Service History
- Service History Reports
- AlayaCare Forms Reports

ODB Historical Data
- ODB available for viewing till end of 2024
- In the long-term, data will be provided upon request

ODB should not be used after April (no updates to ODB should occur)

Because of the hard work and dedication of many people involved in this project, we have been able to replace our previous ODB with AlayaCare and Unison applications. This represents a significant shift to modern systems that will improve our ability to deliver consistent, quality services.

As we've transitioned from the ODB, a new operational support model will be defined in the coming weeks to ensure the smooth operation of the AlayaCare platform. Please stay tuned for that! We have planned continued work for future AlayaCare releases and improvements to ensure that our system stays up-to-date and continues to serve our needs effectively. Some examples of this include enhancements to the daily documentation and forms in AlayaCare and significant improvements in report availability.

As we transition, some of the project team that had been in place and seconded for the initial launch of AlayaCare will also be moving back to their original positions over the coming weeks. We would like to thank Shannon Lovely, Training Readiness Lead who has completed her engagement on the project and Hudson Boulard, Project Lead who will be tying up some remaining scope items before completing his secondment on the Project near the end of the summer. We would also like to thank Joyce Li who was our Agile Project Consultant for the duration of this project. Joyce is wrapping up her engagement at the end of June.

We would like to take this opportunity to thank everyone at Karis involved in the project! For those who participated in our extended project team, to QRPI, Operations, and District Leaders, AMs, SMs, PMs, Facilitators, Coordinators and DSPs who all have provided valuable feedback along the way! Your contributions have made this project a success, and we could not have done this without you.

We are confident that with your continued support, we will successfully navigate the continuous improvements and future phases of the AlayaCare platform.

Thank you all for your dedication to this work – together we'll continue to make progress on this journey.

Sincerely,
Jeff Ham - Director
Christian Otte – Vice President
Digital, Technology & Innovation