

OVERCOMING QUALITY MANAGEMENT HURDLES IN HOME CARE THROUGH AUTOMATION

Home Instead Ireland is a person-centred care provider who are on a mission to enhance the lives of aging adults and their families. In 2020, they decided to onboard the ViClarity Quality Management system to help streamline manual processes when it came to quality and compliance locally and at a national level.

The ViClarity system has been implemented by Home Instead to meet compliance requirements, manage risks and catch potential weaknesses, said Danette Connolly, National Clinical Lead for Home Instead Ireland. The platform has helped Home Instead meet regulatory obligations and reduce the risk of non-compliance.

"ViClarity offers us a tool that minimizes inadequacy and inaccuracy in compliance workflows and reporting, reducing the likelihood of breaches or areas of non-compliance.

It allows us to continually monitor our business for vulnerabilities, helping us catch far more issues than if we were doing it manually. All information is captured in one location and can be accessed from any location, making it far easier to audit"

**Danette Connolly, National Clinical Lead
Home Instead Ireland**



SUCCESSFUL ADOPTION OF NEW TECHNOLOGY IS KEY

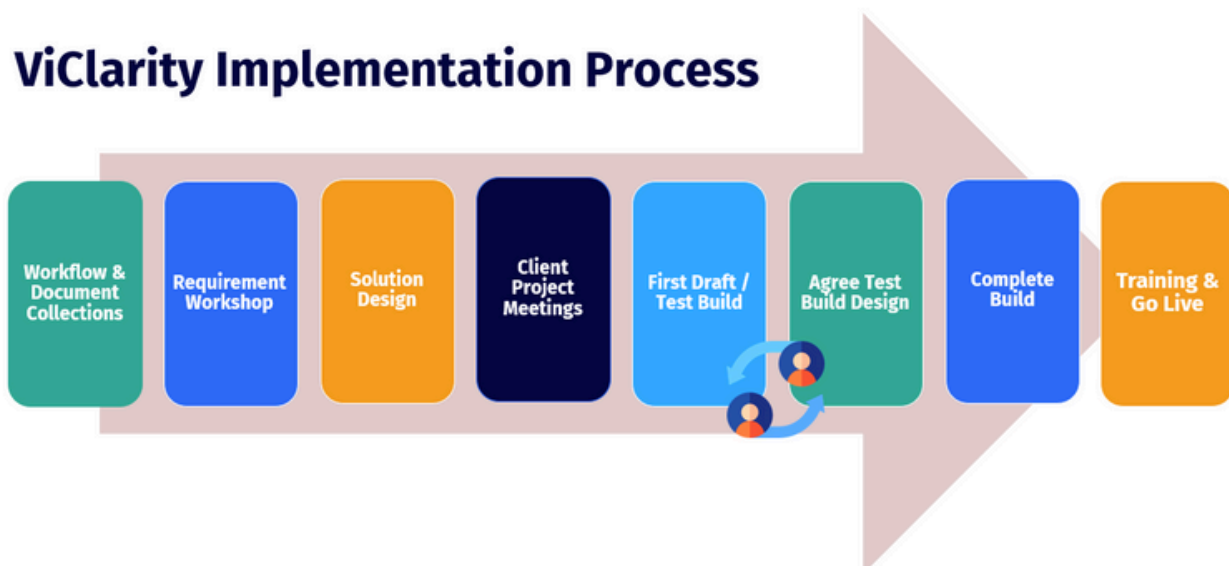
Choosing the right quality automation tool for Home Instead was important, as it can be a challenging task. When evaluating tools, it was important to consider their specific needs and requirements. When introduced to ViClarity, it was evident to Home Instead that the platform was straightforward, customisable, and easy to use.

ViClarity understood that reporting and analytics were essential for organisations like Home Instead - and that accessibility to these reports was important. Reports and dashboards can be created instantly either at location or at group level. Throughout the onboarding process, the ViClarity implementation and training teams strive to ensure users adopt the process into everyday use.

"Our offices have embraced the new system. Having a system like ViClarity cuts out the paperwork on each office doing checklist audits every month and hold all information in one centralised location."

Danette Connolly, National Clinical Lead
Home Instead Ireland

ViClarity Implementation Process



IMPROVE QUALITY PROCESSES WITH LIVE DATA, CORRECTIVE ACTIONS AND INSTANT REPORTING



"Our quality process has improved so much since implementing ViClarity as we are receiving live information as to what is happening in each office as they are reporting.

We have the capability to view information and correct any non-conformances straight away. We can trend on top performance indicators which can feed into the learning and development team on areas that may need to add training or even additional training."

***Danette Connolly, National Clinical Lead
Home Instead Ireland***

Home Instead have greatly enhanced the efficiency and effectiveness of their processes since implementing ViClarity. With all the data in one place, it becomes easier to analyse and identify patterns, trends, and areas that need improvement instantly. This allows Danette and the team to take proactive measures to address issues before they become a risk to the business.

With the ability to set corrective actions against areas of concern, it becomes easier to track progress and ensure all necessary actions have been taken by all assigned users. Having their reporting data and corrective actions in one central location provides accountability and transparency.



HOME INSTEAD DONEGAL RECEIVING THEIR **VICLARITY COMPLIANCE AWARD** AT THE RECENT HOME INSTEAD CARE AWARDS HELD IN MAY 2023

COLLABORATION = SUCCESS

For Home Instead, speed and a structured form of implementation was important to them. Their previous process was not meeting their needs, therefore, finding a solution that could be customised to suit was required. Ease of use was essential when deciding how to adopt a new, digital quality management system, to ensure frontline buy-in.

ViClarity's project management implementation style sees each client have a unique experience based on their own requirements. At the outset, a clear understanding of current processes and expected results are mapped out. Danette also comments on ViClarity's approach to aftercare service, with access to ViClarity's Customer Success and Technical Support teams at all times to ensure the best value is being achieved while using the platform.

The team at ViClarity is delighted to continue to evolve and grow alongside Home Instead Ireland, working with them to ensure a seamless, automated approach to great quality management.

“ViClarity offers an exceptional personal experience where they adapted the system to the needs of our organisation. They provide excellent support with ongoing training if needed, and monthly catch-up calls to inform of any changes that may be happening. I would highly recommend ViClarity to any business.”

Danette Connolly, National Clinical Lead
Home Instead Ireland

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