
REPORT TITLE: **Supply of AlayaCare Software Platform for Region of Peel Adult Day and Community Support Services – Document 2022-082N**

FROM: Sean Baird, Commissioner of Service Excellence and Innovation

RECOMMENDATION

That a contract (Document 2022-082N) for the Supply of AlayaCare Software Platform for Region of Peel Adult Day and Community Support Services be awarded to AlayaCare Inc. in the estimated amount of \$85,000.00 (excluding applicable taxes) for a contract period of 12-months pursuant to Procurement By-law 30-2018, as amended;

And further, that authority be granted to renew the Contract on an annual basis (or for multiple years at a discounted rate) for ongoing licensing, maintenance, support, and to increase the Contract for any upgrades, technical support, implementation and additional modules and licenses for the duration of the life of the software or until such time that a new technology is available to suit the Region of Peel's requirements, subject to satisfactory performance, pricing and approved budget.

REPORT HIGHLIGHTS

- PointClickCare (PCC) is a software platform, with functions including care planning and health record management, used by the Region of Peel's Long Term Care (LTC) homes, and widely across the LTC sector in general.
- The Region of Peel Adult Day Services have also been utilizing PCC for many years, but the software solution does not adequately meet the current or evolving needs of Adult Day and Community Support Services.
- After a thorough environmental scan, AlayaCare's software platform has been determined to be a better fit for the current and future needs of the Community Support Services sector, including Adult Day Services.
- A switch to AlayaCare's software platform will allow the Region to better meet client needs and improve integration with the broader health care system technology architecture.

DISCUSSION

1. Background

PointClickCare (PCC) is a software platform, with functions including care planning and health record management, used by the Region's LTC homes, and widely across the LTC sector in general. When this platform was adopted by the Region's LTC homes, it was also adopted by the Region of Peel Adult Day Services (ADS) programs that are collocated in the

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LTC homes. Historically, the documentation processes of the ADS programs were heavily paper based, so the adoption of PCC represented a positive step forward for the programs towards modernization of documentation.

Unfortunately, as a platform designed with a primary focus on meeting the needs of providers with live-in residents, PCC has never been able to fully meet the needs of the ADS programs. Over the past years, as the ADS service offerings and clients' needs have evolved, the gaps between the platform's features and the needs of ADS have become more pronounced. At this point, there are significant risks and program impacts to continuing to use PCC in ADS instead of moving to a software platform that better meets the needs of Community Support Services (CSS) providers. Issues with the current platform include:

- Customer experience issues associated with client billing (e.g., billing is not itemized to show what services are being charged, multiple bills for the same client if they are attending more than one Region of Peel (ROP) program);
- Record management challenges due to a lack of unique client identifier to link records of service usage by the same client across multiple program locations; and,
- Inability to support record management efficiently and effectively for caregivers, separate from clients, in a manner that fully supports privacy and access management requirements.

After a thorough environmental sector scan, the AlayaCare software application platform has been determined to better support the current and emerging needs of the ADS programs. ADS intends to use the AlayaCare platform as a foundational technology component with a longer-term aim of integration of software solutions across the healthcare continuum e.g., with acute care, home and community care and provincial systems and databases. For example, AlayaCare offers strong integration with the Client Health and Related Information System (CHRIS), which is being utilized provincially by all Home and Community Care Support Services and is considered a foundational component of Ontario Health's long-term technology architecture. AlayaCare has also recently acquired AcuteNet, the software used provincially for conducting clinical assessments. Utilizing AlayaCare's software solution platform will enable the Region's ADS programs to achieve operational efficiencies and improve client services as well as build the foundation towards better integration with area Ontario Health Teams and the broader health system.

2. Procurement Process

This is a non-competitive procurement process and requires Regional Council approval. The process to award this contract is in compliance with the Procurement By-Law 30-2018.

In accordance with Procurement By-Law 30-2018, section 5.2.1 and Amending By-Law 4-2020, which authorizes the award of direct negotiation procurements for goods and services that are reasonably available from only one source by reason of the scarcity of supply in the market or the existence of exclusive rights held by any vendor or the need for compatibility with goods and services previously acquired and there are no reasonable alternatives or substitutes.

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FINANCIAL IMPLICATIONS

There are sufficient funds in the approved 2022 Operating Budget (Cost Centre CE00102 – 23930).

The funds for the initial term of the contract will be recouped as ADS has been given funding from Ontario Health retroactive from April 1, 2021, that needs to be spent by March 31, 2022.

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