



## SUCCESS STORY:

**Option Care Health** rolls out new software system amidst pandemic in full partnership with AlayaCare



option care health®

**Option Care Health has provided infusion therapy to clients throughout the U.S. for nearly 30 years.** By prioritizing cost-effective and accessible options, the organization makes communicating and executing customized plans for infusion easier for their clients living with chronic or acute illnesses.

With a proven track record of reliable service, **Option Care Health cares for more than 185,000 people a year across 50 states, with teams of nearly 3,000 infusion specialists.** With a customer satisfaction rate of 95 percent and an ever-growing list of health-care partners, the agency leads in providing high-quality, consistent care to clients.

Partnerships with manufacturers, insurance providers, and physicians enable Option Care Health to attain a “national reach with a local touch,” offering widespread coverage that doesn’t sacrifice individual attention. Option Care Health’s connections enable the company to meet the needs of both its clients and partners.

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## THE CHALLENGE



As Option Care Health experienced rapid growth and broadened its client base, the agency needed to prioritize collaboration and streamline communication between care providers.

Infusion therapy offered in-home and in-clinic, requires a readily updated, stable line of communication between all parties involved in a client's treatment plan. Maintaining this level of communication had meant that nurses and pharmacists devoted significant time to maintain evolving sets of records through manual processes – time that was far better spent caring for clients.

A further pain point of manual records was that it was different for new hires at Option Care Health to get acquainted with their roles efficiently. This time-consuming data entry, combined with scheduling and travel challenges, could result in caregivers spending up to 40 percent of their day not in the service of clients.

To ensure Option Care Health's vision of "national reach with a local touch" could be maintained, and their reputation for high-quality care be uncompromised, agency leaders recognized that they must reduce the stress on their infusion nurses. As Chief Information Officer Brett Michalak put it, "the goal was to create an environment where caregivers were focused on providing clinical care without having to worry about the underlying technology."



*"We needed a technology solution that was easy for nurses who were accustomed to documenting with good old-fashioned paper and pen."*

*— Joan Couden, Vice-president of Nursing at Option Care Health*

Option Care Health also recognized that its technology solution needed to facilitate mobility and consistent care. *"We went through a merger a year ago and had to consolidate nurses from multiple locations – so it was incredibly important to ensure we could offer mobile access for them to deliver consistent care despite the changes in the company," Joan says.*

Rather than waiting for this to turn from convenience to necessity, the company took proactive measures to both improve and underpin its service quality.

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## THE SOLUTION



Option Care sought a tech solution that was easy to adopt, could grow right along with the agency, and adaptable to evolving industry conditions such as value-based purchasing. It needed to meet clinician needs but also provide a platform that would integrate with the many commercial and customer applications that were already in use.

**In May 2020, Option Care Health launched AlayaCare's cloud-based system, which quickly yielded benefits.**



### Smooth, mobile data flow

The newfound speed of their communications granted Option Care Health a degree of flexibility for home infusion that was previously inaccessible. Free from dealing with manual data, nurses can now access information in real-time, rather than relying on memory or possibly outdated manual data. As a result, both productivity and consistency of care have improved.

This is courtesy of AlayaCare's mobile app, which gives care staff on the road real-time access to documentation and scheduling. This equips them with the information they need to provide the right care for clients no matter where they are located.

Staff can enter information into the software – which updates in a matter of minutes – that is instantly shared among resources. This means that care plan updates, infusion treatments, responses to those therapies, and any update to client status are transparent to all, enabling intervention where necessary.



*"Flexibility is so important, and so powerful for us in home infusion – and it really shines through in our patient experience and their outcomes,"*

*— Brett Michalak, Chief Information Officer at Option Care Health*

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## Collaborations

For home infusion, collaborations between care workers and pharmacists are vital for good client outcomes. AlayaCare's REST API integration capabilities make for seamless connections, able to integrate with pre-existing systems. This, says Brett, is both vital and not common among tech partners.

*"It allows us to collaborate with all the members of the health care team," Joan says. "The pharmacist is aware of everything that's happening in the home environment, and the nurse is aware of how any medications that a client is taking interact with what is being compounded and dispensed from the pharmacy."*

The platform's real-time practicality enables skilled care providers to perform at a high level without concern over issues like documentation and delayed information.



## Telehealth

AlayaCare's virtual care solutions also enabled Option Care Health to adapt and provide telehealth options to their staff and clients. This was a fast shift, as pre-COVID, telehealth wasn't on their radar. *"Now I believe it's a part of how health care will be delivered into the future," says Joan.*



## Scheduling

Meanwhile, the agency built a central scheduling model in the AlayaCare platform that helps their staff spend less time on the road and more time serving clients. These positive impacts are in part due to the fact that the software was built with the user in mind. AlayaCare worked to perform deep user-acceptance testing and build customized workflows with all necessary stakeholders. AlayaCare's "bite-sized videos" and other helpful resources also allowed nurses to adapt to the software without having to possess a tech-savvy mindset. Eight months after launch, 87 Option Care Health sites are in some phase of deployment, a rollout done entirely virtually.

*"For a completely virtual deployment, it exceeded my expectations and allowed us to then design the rest of the deployment strategy around those concepts," Brett says. "The AlayaCare care team was very helpful with their technology acumen and experience with deployment. It was a very successful pilot."*

## THE ALAYACARE EXPERIENCE

**Despite the pandemic-level challenges of 2020, Option Care Health has not only survived but thrived.** Joan says that the partnership with AlayaCare was essential during COVID-19, to be able to solve problems together, to help their teams in a thoughtful manner, and to set the agency up for success during a difficult time.

Joan says that the customized AlayaCare platform has become an essential tool for helping them “transform the lives of one patient at a time.” Instead of being generalized software for the team, she says it is a powerful tool designed to meet the diverse needs of clients, caregivers, and schedulers.

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*Everything is focused around the ease of use, the flexibility, and scalability of the platform so that we can provide the highest quality care to our patients with the best outcomes. In a nutshell, AlayaCare enables our company to allow our skilled resources to perform at their highest levels.”*

*— Joan Couden, Vice-president of Nursing at Option Care Health*

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