

Customer Story

Achieve Significant Time Savings in Care Processes With Integrated Data

Improve the continuity of care for Ontario long-term care residents by streamlining transitions between care institutions with Project AMPLIFI



By saving even a few minutes for our nurses, we directly enhance the care provided to our residents, allowing more time at the bedside where it matters most. This time saved is crucial, especially on move-in day, enabling us to focus on building relationships and trust with our residents and their families.

At peopleCare Communities, our vision is to change the world of senior living. Together with PointClickCare, we're aligned and focused on creating solutions that matter to the people we care for.

Jennifer Killing

VP, Quality, Research and Strategic Partnerships
peopleCare Communities



peopleCare communities



Family-owned, mission-driven organization serving approximately 1,000 seniors



Long-term care and retirement living



Eight homes located in SW Ontario

The Challenge

peopleCare Communities, a network of eight long-term care homes in Southwestern Ontario, is dedicated to advancing the future of senior living. In working toward this mission, they encountered significant challenges. A lack of integration between care settings — specifically hospitals and long-term care homes — led to inefficiencies in resident, staff, and family experiences, especially during care transitions. Additionally, limited technological support for the interdisciplinary team hindered the creation of swift and accurate care plans, highlighting the need for innovative solutions.

Recognizing the opportunity to improve their processes, peopleCare set out to implement a solution that would give them better visibility across the care continuum, and allow them to provide safer care for residents and more efficient workflows for providers.

The Solution

Project AMPLIFI, an initiative backed by a mandate from the Ontario government using innovative technology from PointClickCare, ensures seamless, bi-directional data flow during care transitions between hospitals and long-term care homes. The solution reduces the potential for errors and expedites treatment for this vulnerable population seeking care.

PointClickCare's web-based data exchange through Project AMPLIFI improves continuity of care by facilitating the transfer of real-time data between long-term care homes and hospital-based systems, eliminating time-consuming manual processes. "Anytime there's an opportunity to return time back to the nurses, that benefit is directly delivered right to our residents. The nurses are able to take that time and spend it on other things instead of documentation or paperwork, allowing them to be right at the bedside where it matters. Efficiency does change and drive the resident experience," notes Jennifer Killing, VP of Quality, Research and Strategic Partnerships for peopleCare Communities.

The Outcome

Project AMPLIFI has allowed peopleCare to redirect valuable time toward direct resident care, fostering relationships and trust with their residents and their families. This was particularly impactful during challenging transitions, such as moving into a new long-term care home. "Project AMPLIFI, along with the other innovations from PointClickCare, has made such a difference for us," says Jennifer Killing. "It's saving our team so much time and helping us create safer, smoother transitions for our residents. We've been waiting for something like this for years."

She adds, "We have seen 45 minutes to an hour saved with the use of AMPLIFI during our resident admissions. That's just going to get better and better as there are more hospitals added to the system." Along with reclaiming time for more personalized care delivery, Killing explains that the real-time data that is now readily available is improving safety by reducing the opportunity for human error. "A rapid risk assessment that used to take seven days is now done and available for the staff within their 24-hour care plan. That makes a huge difference."

Learn More

If you're interested in learning more about how Project AMPLIFI can help your organization achieve results like those experienced by peopleCare Communities, watch this video to see the outcomes of project AMPLIFI in British Columbia.



Scan or click QR code to discover more

How PointClickCare Helped



45-60 minutes

saved during resident
admission process

About PointClickCare

North America's Most Comprehensive Care Collaboration Network

PointClickCare is a leading healthcare technology platform enabling meaningful care collaboration and real-time patient insights. More than 27,000 long-term and post-acute care providers, 3,600 ambulatory clinics, 2,800 hospitals, 350 risk-bearing providers, 70 state and government agencies, and every major U.S. health plan use PointClickCare for care collaboration and value-based care delivery for millions across North America.

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