

Automation Drives Quality Management Process Improvements for Dovida



Problem



Solution

Manual compliance monitoring



Automated monitoring and notifications

Lack of oversight across providers



Connected modules that display current status of all providers' compliance activities

Time-consuming report production



One-click reports and dashboards at location or group level

[Dovida](#) is a person-centered care provider with a mission to enhance the lives of aging adults and their families by providing quality, empowered care to their clients.

In 2020, Dovida Ireland was seeking a more efficient way to manage compliance and quality requirements locally and nationally. Their previous process did not meet their needs, prompting them to search for a customizable Quality Management Solution. High on Dovida's list of requirements: ease of use. It was essential to ensure frontline buy-in when deciding how to adopt a new quality management system.

Choosing the right tool was a challenging task. When evaluating options, it was important to consider Dovida's specific needs and requirements, like automation and connectivity. When introduced to ViClarity, the Dovida team felt it was evident that the platform was straightforward, customizable, and easy to use.

"We use the ViClarity system to meet compliance requirements, manage risks and catch potential weaknesses," said Danette Connolly, National Clinical Lead for Dovida. "The platform has helped us 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, Dovida

Successful Adoption of New Technology

ViClarity's onboarding and ongoing customer support philosophy considers each client's unique needs, resources, current processes and expected results. Throughout the system set-up process, the ViClarity implementation and training teams strive to ensure users successfully adopt the process into everyday use.

Dovida's team valued an efficient and structured implementation, which ViClarity successfully provided. Connolly also commented on ViClarity's robust approach to post-implementation services; ViClarity's Customer Success and Technical Support teams ensure the Dovida staff continues to maximize the benefits of the platform.

"Our offices have embraced the new system," said Connolly. "Having a system like ViClarity's cuts the paperwork in each office that was doing checklist audits every month, and we can now hold all our information in one centralized location."

Quality Processes Improved with Live Data, Corrective Actions & Instant Reporting

With all of their data in one place, it became easier for Dovida to analyze and identify patterns, trends, and areas that need improvement instantly. This allows Connolly and the Dovida team to take proactive measures to address issues before they escalate. They are able to set corrective actions against areas of concern, which makes it easier to track progress and ensure all necessary actions have been completed by the assigned users.

ViClarity understands that reporting and analytics are critically important for organizations like Dovida – and that accessibility is essential. Within the ViClarity platform, Dovida can easily view reports and dashboards either at location or at group level. Having reporting data and corrective actions in one central location provides accountability and transparency.



"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 it. We have the capability to view information and correct any non-conformances right away. We can trend on top performance indicators, which can feed the learning and development team on areas that may need added training."

- Danette Connolly, National Clinical Lead, Dovida

Collaboration Creates Success

The team at ViClarity is delighted to continue to evolve and grow alongside Dovida, 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 organization. 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," said Connolly.



Partnership Beyond the Tech

In May 2025, ViClarity sponsored the compliance segment of Dovida Ireland's Annual Conference, where we helped celebrate the crucial part that compliance plays in the home care industry.