Centre intégré universitaire de santé et de services sociaux du Nord-de-l'Île-de-Montréal

Québec

When did they become a customer?	March 2022
When did they go-live?	October 2023
Where are they located?	Quebec, Canada
Market Segment	Public Sector
Customer Size	Government
What software did they switch from?	OPS iCLSC Paper
What were their goals?	• Unify the technology used by the home care department • Provide a mobile app to the field staff • Enable more hours of care with limited resources

- ***Ensure Quality Discharge Planning***
- ***Smoother Transitions***
- ***Improve communication and collaborative experience among stakeholders***
- ***Improved system flow***
- ***Decreased burden and enhanced wellness of caregivers***

CIUSSS du Nord-de-l'Île-de-Montréal Case Study

CIUSSS NIM extends over 88 km2 and is located in the northern part of the Island of Montreal. Their team serves the population of Ahuntsic and Cartierville, Montreal North, Saint-Laurent, Villeray as well as La Petite-Patrie, which represents 430,000 people.

CIUSSS NIM's Home and Community Care branch serves 15,500 people. In 2023, AlayaCare was implemented as part of a pilot project to measure the impacts of a modern home care specific solution for the health system.

Opportunities

- Mobile App for caregivers
- Visit Optimizer
- Real-time dashboards
- Integrated multi-disciplinary care planning tools
- Standardized system-wide clinical workflows and documentation

Challenges

- Optimizing the distance traveled by their field staff
- Increasing accuracy and completeness of notes in patient files
- Better coordination and distribution of tasks between stakeholders

42%
Increased perception of work-life or family balance

33% improvement in accessing up-to-date care plans. **89%** of caregivers consult care plans during each visit and discuss it with their patients.

A greater level of cohesion has characterized CIUSSS NIM's home care team in since the implementation of AlayaCare

Source: Pilot Project CIUSSS NIM – Unpublished preliminary results reported by Guy Paré and Faustin Etindele, HEC de Montréal. Publish date ETA April 2024