



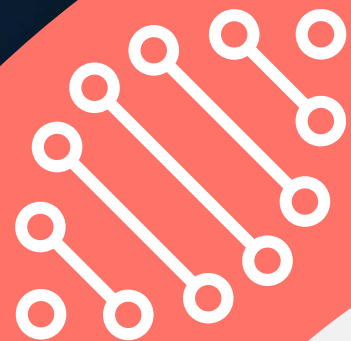
Jewish
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DIGITAL HEALTH TRANSFORMATION: CREATING THE HOSPITAL OF THE FUTURE

Fall 2024

Your generous donations
are helping us create the
hospital of the future.
Thank you.



DIGITAL HEALTH INITIATIVES TRANSFORMING HEALTHCARE

Increasing rates of chronic illness, an aging population and a shortage of healthcare workers have put significant strain on the Quebec healthcare system. As this reality is expected to continue for the foreseeable future, providing our healthcare team with the right tools will ensure that it continues to deliver optimal patient care.

At the Jewish General Hospital (JGH), our digital transformation started in 2020. We pride ourselves on being early adopters, and thanks to donors, we have been able to quickly introduce – even conceptualize and pilot – numerous innovative digital health initiatives that set us apart and allow us to provide patients with faster care.

We are proud that the JGH is setting new standards in healthcare, not just in Montreal, but across the province of Quebec, nationally and even internationally. It is thanks to donors' support that the JGH is able to push the boundaries of medicine and pilot innovative ways of delivering hospital care to patients today and tomorrow.

Thank you for your generous and continued support.

VIRTUAL CARE: Hospital@Home

Launched in 2020, the Virtual Care program is the first of its kind in Quebec. Eligible patients can complete their hospital stay in the comfort of their own homes while monitored 24/7 via nursing services.

A broad range of virtual healthcare services are now offered at the JGH, including care for patients recovering from heart failure, chronic obstructive pulmonary disease, pneumonia, urinary tract infections, cellulitis and certain types of surgery.

Since it was launched, our Virtual Care offering has grown to include 80 projects in more than 40 conditions to meet the vast range of patients' needs.

Value of Virtual Care

- ✓ Flexible model of care that can be adapted to each eligible patients' needs.
- ✓ A virtual healthcare team is available 24/7 via video conference, with several check-in times each day, as well as home visits when necessary.
- ✓ Efficient approach to healthcare, offering more flexibility to eligible patients.

The success of the Virtual Care program has made the JGH a leader in digital health. Our experts are guiding other healthcare institutions and Quebec policymakers as they deploy a province-wide roll-out of our virtual care model.

When a need is identified in our healthcare network, we work as a team to find innovative solutions to serve our patients.

- Dr. Lawrence Rudski, Medical Director of Virtual Care



Your Remarkable Impact



You're supporting innovative, patient-centered virtual care that is changing healthcare delivery throughout the province of Quebec.

The JGH has **saved over 6,500 bed days** thanks to the donor-supported Virtual Care program. Since February 2022, Hospital@Home has provided care to **over 1,200 patients**, and with multiple additional virtual care programs underway, the number of people who receive high-quality healthcare in the comfort of their own homes continues to grow.

Here's what patients are saying about Hospital@Home:

100%
of participating patients and
93%
of caregivers would recommend the Virtual Care Program.

98%
of participating patients reported that being at home facilitated their recovery.

100%
of patients who experienced both in-hospital and virtual care reported preferring virtual care.

81%
of participants reported that the virtual care technology provided was easy to use.

Expanding Virtual Care, Increasing Accessibility

Virtual Care services have expanded in many new directions to meet the needs of patients with specific health considerations. By providing care with virtual tools, more patients are able to access medical services thereby optimizing their health and wellbeing.

New Virtual Care programs include:

- **Pulmonary Tele-Rehabilitation** for patients with Chronic Obstructive Pulmonary Disease. Resulting in **improved quality of life and easier access to care for 956 patients.**
- **Primary Care Tele-Triage** for virtual assessment by JGH Emergency team members for patients instructed to seek Emergency care by a healthcare professional. **61% of patients avoided a visit to the Emergency Department.**
- **Virtual Paramedics Co-Evaluation** where paramedics and a virtual care nurse evaluate elderly patients in seniors' residences who may need immediate emergency care. **71% of patients avoided a visit to the Emergency Department and were redirected to a more appropriate care.**
- **Flu Swat Team** where there is rapid intervention for elderly patients with flu-like symptoms, preventing unnecessary visits to the Emergency Department during the flu season. **Over 200 patients received optimal care in the comfort of their own homes.**
- **HoloLens Program:** A telemedicine service using Microsoft HoloLens augmented reality technology to provide safe and highly accessible medical care to consenting patients in an assisted-living residence. **100% of patients stayed in residence, 16% increase in expert nurse consulting capacity .**



What's more – as the winner of the 2024 Value-Based Healthcare Prize from the Value-based Healthcare Centre in Europe, the JGH's Hospital@Home initiative is garnering international recognition as a best practice in patient care.

Future Directions

The Virtual Care team is committed to continuously improving all existing virtual care programs to ensure the delivery of quality care.

As the JGH team continues to identify gaps in care delivery, they are collaborating with the Command Centre team to develop new virtual healthcare services that will meet our patients' needs.

Thank you for being a part of this ground-breaking initiative.

C4 COMMAND CENTRE

Since 2020, this award-winning digital hub, known as the Command Centre for its core values of collaboration, creativity, communication and care continuum, has been a vital part of coordinating day-to-day operations across the JGH and its 33 affiliated healthcare facilities.

With numerous screens displaying real-time data, the Command Centre monitors patient flow and other key activities to adapt and optimize patient care and flow, according to the circumstances at hand.

“The global view of our healthcare network provided by the C4 Command Centre, ultimately, means improvement in care for the people we serve.

- Erin Cook, Director of Quality, Transformation, Evaluation, Value, Clinical Organizational Ethics, and Virtual Care, CIUSSS West-Central Montreal

Value of the Command Centre

- ✔ Reduces patient wait times and improves timely access to care.
- ✔ Tracks interconnected hospital activities, updating real-time data every two minutes, for a high level of coordination across the hospital and our healthcare network.
- ✔ Increases network capacity through efficient management of healthcare resources and logistics.
- ✔ Helps to develop data-driven strategies for optimal care that can adapt to the reality at hand.

Your Remarkable Impact



Your support of the Command Centre is transforming healthcare at the JGH. Thank you.

Thanks to your generous donations, the Command Centre relocated and expanded in September 2023. The new space consists of two connected rooms in a central location of the hospital, making it more accessible to staff, medical teams and hospital leadership to review data and strategize.

The Command Centre's expansion has significantly increased our monitoring capacities, facilitating better communication within the JGH and the healthcare network, ensuring optimal functioning of operations.



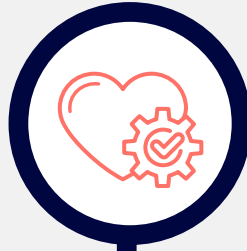
Command Centre Satellite Offices

In October 2023, six Command Centre satellite offices were opened in several locations across the JGH healthcare network to provide data-driven support to various clinical teams. Each satellite Command Centre can be connected to a central hub and operates using the same collaborative principles. The six areas are now benefiting from satellite office support:

Virtual Care



Cardiovascular Surgery/Medicine



Critical Care



Mental Health



Emergency Department



Operating Room

Future Directions

Our Command Centre will continue to monitor day-to-day operations throughout the JGH and our healthcare network, allowing us to fine-tune the flow of healthcare resources and activities and ensure optimal patient care.

In collaboration with the Virtual Care program, the Command Centre will play an integral role in developing and operating new virtual care services as needs are identified.

By supporting the Command Centre, donors ensure outstanding care at the JGH. Thank you for making an impact.



THE CONNECTED HEALTH RECORD PROJECT

The Connected Health Record (CHR) is an ambitious and complex multi-year patient-centered project that will connect all data points in one centralized medical record that will be easily accessible to patients and healthcare providers across the JGH and our healthcare network. This unique platform compiles medical information from 11 different source systems, streamlining access to important medical information.

We are extremely thankful to donors. Their generosity has made the Connected Health Record project possible.

- Dr. Justin Cross, Chief Digital Health Officer, CIUSSS West-Central Montreal

Value of the Connected Health Record

- ✔ Patients will have easier access to their health records, allowing them to be active participants in their care.
- ✔ Healthcare staff will have prompt access to all health-related data in a single digital platform.
- ✔ Improves hospital workflow and will support care throughout the JGH and its healthcare network.
- ✔ Creates a viable medical records model for adoption in the province of Quebec and elsewhere.



Your Remarkable Impact

The Connected Health Record is making healthcare safer and more efficient for our patients thanks to your support.

The first module of the CHR, the Patient Timeline, was launched in October 2023 and is available in a read-only format. It is providing medical professionals with quick access to a patient's 5-year health history. In year one, more than 2,200 staff members have used the platform, and have logged in to the system more than 44,000 times.

The Patient Timeline has resolved many information gaps between the JGH and affiliated healthcare facilities, and patients are less burdened with having to recall details of their medical history. The Patient Timeline significantly optimizes the time to complete a sequence of four administrative tasks, decreasing from 6 minutes to just 45 seconds, making the process 8 times faster.

Future Directions

Additional CHR modules are scheduled to launch throughout 2025 to 2027. Workgroups are in place to ensure the operational readiness and successful implementation of the CHR in their designated clinic areas. Work is continuing on the digital platform's interface to ensure the development of an intuitive, user-friendly visual layout that will meet the needs of both healthcare professionals and patients.

Thank you for fueling the CHR's development. You are playing a pivotal role.



With donor support, OROT can continue to re-imagine the future of healthcare and maximize the JGH's technological potential to improve patients' lives.

As part of the JGH's Digital Health Initiatives, the OROT Connected Health Innovation Hub pairs public and private partners to bring innovative technological solutions to the JGH healthcare network. OROT's mission is to collaboratively optimize patient-centered health and social services for diverse populations.

OROT's collaborative projects include:

- Participating in cross-Canada initiatives to develop digital tools that improve the daily lives and well-being of older adults.
- Facilitating a pilot project between the Lethbridge-Layton-Mackay Centre and a healthcare communication app to allow parents to connect directly with therapists and gain insight into their child's therapeutic journey.
- Introducing new software to the JGH's Segal Cancer Centre that optimizes the scheduling of chemo and immunotherapy, thereby ensuring efficient and patient-focused care.

THANK YOU FOR YOUR COMMITMENT TO THE JGH'S DIGITAL HEALTH INITIATIVES.

Technological advancements
are made here.



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