

A TECHNOLOGICAL SOLUTION TO BETTER SERVE USERS OF HOME CARE AND RESIDENTIAL SECTORS

Baie-Comeau, October 20, 2022 – The Centre intégré de santé et de services sociaux (CISSS) de la Côte-Nord has acquired a technological care solution to improve services to users and optimize the work of professionals in home care and residential sectors.

Following a tendering process, a contract was entered into with MediSolution for the use of *Symo*, its integrated care management solution that will enable the CISSS de la Côte-Nord to be the first establishment in the province to deploy it both in home care and residential sectors. The purpose of the project, among other things, is to increase the time dedicated to services to users through better planning of interventions and simpler communications between various professionals.

The benefits of this technological solution include:

- Information management focused on users' needs, which will eliminate duplication and make information available in real time;
- Digital shift to a paper-free environment in order to reduce administrative time and maximize intervention time with users;
- Participation of the user, family caregivers and family in the follow-up of the health condition through certain tools such as a virtual assistant and the *Proximité* mobile application to include close ones in the user's support process;
- Standardization of professional practices and harmonization of care;
- Improved quality and continuity of care, which will mainly lead to a decrease in return to hospitalization and the use of emergency rooms.

"We are very pleased with the implementation of this project in our region. The use of such a technological solution has proven itself in other health care establishments of Quebec and showed very positive effects on the quality of care and services to users," said Mr. Enock Cormier, Deputy director of the program supporting the autonomy of seniors.

"This project is part of the governmental digital transformation strategy as well as the organization's technological modernization priorities in support of the health plan of the ministère de la Santé et des Services sociaux. It is a great example where technology serves users and thereby professionals," concluded Mr. Michel Rioux, Director of informational resources.

The CISSS de la Côte-Nord will start using this technological solution in the coming weeks.

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