

MEMORANDUM

TO: Health PEI Leaders Community
All Home Care Staff

FROM: Denise Lewis Fleming, Chief Executive Officer

DATE: April 30, 2021

SUBJECT: Home Care Service Delivery Transformation Project

I am pleased to share information about the **Home Care Service Delivery Transformation Project** (*previously known as the interRAI Project*). The goal of the project is to improve client care, communication and service delivery to Home Care clients by the use of a comprehensive assessment integrated into a modern technology solution that is organized, efficient and mobile-friendly.

The interRAI assessment tool will replace the Senior Assessment Screening Tool (SAST), and enhance access to services in Home Care. The interRAI-HC methodology is a reliable, person-centered assessment that informs and guides comprehensive care and service planning in the Home Care sector and is widely used around the world and in most Canadian provinces. The new software is scheduled to be ready for our use in December 2021.

In order to implement interRAI, the current case management system, ISM, will be replaced for Home Care's use. The new solution will also be mobile and securely accessible so that staff and clients have access to the full chart in the client's home. Additionally, the new solution will include an electronic client scheduling module for improved service delivery. Currently, approximately 180,000 visits per year are manually booked.

After a vigorous procurement process I am excited to announce that we have signed a contract with a Home Care software vendor, AlayaCare. They are a Canadian-based company that provides cloud-based home health care software. In addition to case management and client scheduling they offer virtual care, client and family portals, remote patient monitoring and mobile care worker functionality.

Next Steps

- The project team is actively preparing to support Home Care staff in a relevant and timely manner as they implement the new solution.
- Planning is underway to configure the system for PEI's use and to determine the best way to integrate to existing and future health IT systems, such as CIS and EMR.
- The project team will also be reaching out to our health and social services partners to discuss the changes that will occur with the implementation of the interRAI assessment to replace the SAST assessment.

The project team is Mary Jane Callaghan (Home Care) and Patricia Prosper (ITSS). Please don't hesitate to reach out to either of them if you have any questions.



Denise Lewis Fleming
Chief Executive Officer