

# Memorandum / Note de service

<b>To / Destinataire : All Home Care Staff</b>	<b>From / Expéditeur : Mary Jane Callaghan and Patricia Prosper</b>
Title/Section	
Date : December 21, 2020	
Subject / Objet : Project Update: Home Care Service Delivery Transformation	

Before the year closes, we wanted to share a project update about the **Home Care Service Delivery Transformation** (*previously known as the interRAI Project*). Our project goal is to improve efficiency, communication and service delivery to Home Care clients in PEI by implementing a modern technology solution that is organized, efficient and mobile-friendly.

## Project Background:

The Government of PEI identified the implementation of the interRAI assessment tool as a priority to 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 every Canadian province, with the exception of PEI and the territories.

In the early stages, the program identified that in order to adopt the interRAI assessment the current case management system, ISM, would not support the new assessment, therefore it would need to be replaced for Home Care's use. The program also identified the priority of adding an electronic scheduling package to improve the efficiency of client scheduling and to allow for improved client data. The final request is that the new system be mobile so that staff and clients have access to the full chart when they are providing or receiving care in the client's home.

Our focus as a project team is to design a solution and supporting processes in a way that streamlines how we work and optimizes your time – leading to increased system planning and policy analysis capabilities for Health PEI and ultimately improved quality of care and a consistent client experience.

## Project Updates:

### Request for Proposal (RFP)

- We received a number of responses to our RFP which closed on October 16
- After vigorously reviewing and evaluating the responses against the project criteria with our Evaluation Committee, the top ranked Vendor was selected to begin negotiations
- We will finalize negotiations and sign a contract with the Vendor in early 2021
- Thank you to everyone who participated in the demo sessions with the potential Vendors!

### Hardware Rollout

- We continue to rollout new smartphones to all Home Care staff (Google Pixels)

- The first series of smartphone training was conducted in the Fall over Webex: Snacks & Facts 101
- We will host the second series of smartphone training in early 2021: Snacks & Facts 101 & 102
- In addition to smartphones, cell-enabled tablets will begin to be rolled out in spring of 2021

### **Coming Up**

- We are actively preparing Change Management efforts to ensure that our support is relevant and timely throughout this project
- We will be conducting a comparative analysis between the SAST and the new interRAI-HC assessment in 2021. This will give us a sense of any potential changes that will be coming with the new assessment, in terms of the client's level of care
- The new software is scheduled to be ready for our use in late 2021

We will continue to keep you updated throughout the project, with more frequent communication and engagement activities taking place once the software contract has been signed. If you have any questions, please don't hesitate to reach out to Mary Jane Callaghan or Patricia Prosper. As well, the Frequently Asked Questions (FAQ) document has been updated and is attached for more info.

Have a safe and happy holiday break,  
Mary Jane Callaghan and Patricia Prosper