Digital Transformation Projects at Lakeshore General Hospital

July 2024

Dr Stephen Rosenthal
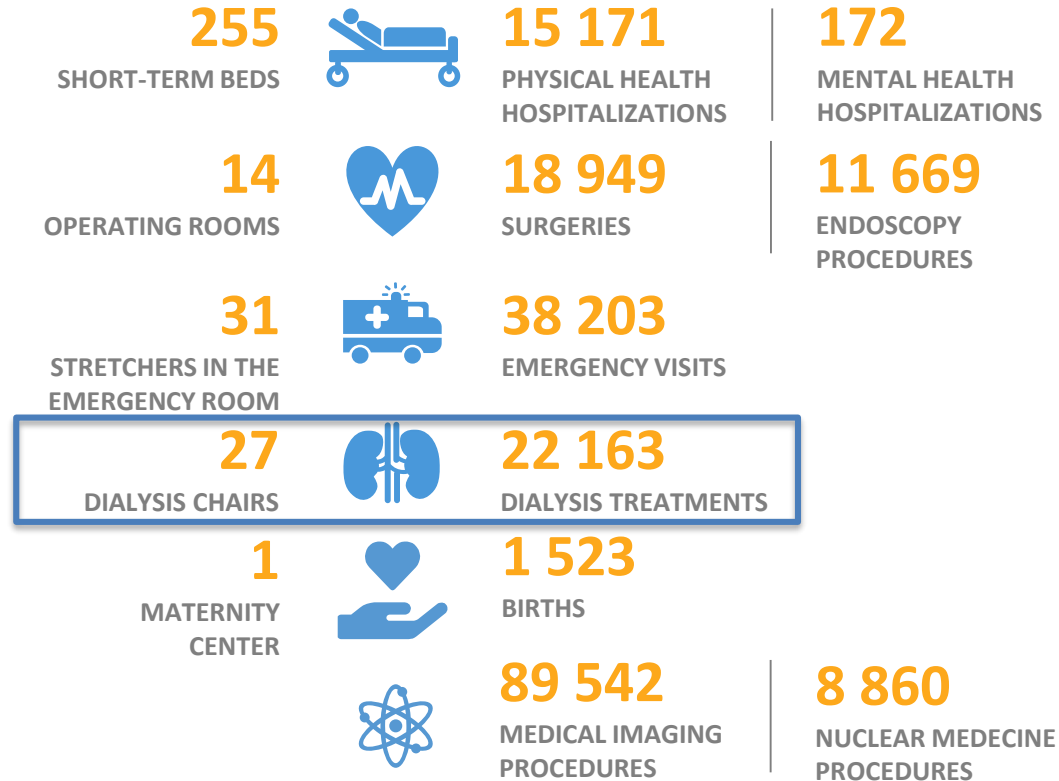
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Lakeshore General Hospital

- Community hospital founded in 1965 with private donations coming from businesses and the public;

- At the heart of the Montreal West Island Community;

- Proud McGill University affiliate;

- Newly open GMFU project (family medicine teaching clinic) will exponentially grow our residency program;

- Full suite of clinical services within a community hospital (cardiology, pneumology, gastroenterology, surgery, oncology, nephrology, etc.);

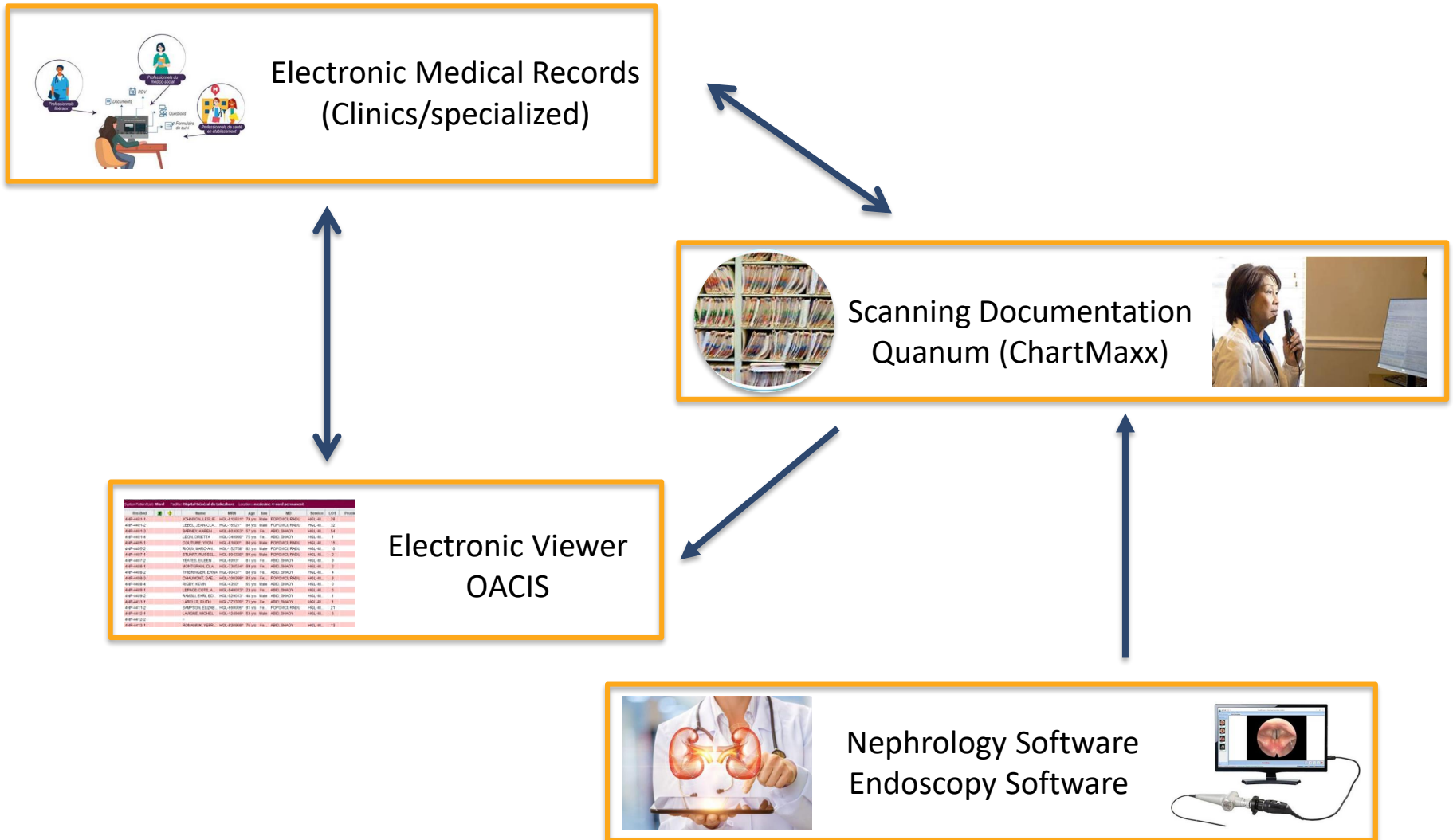- Lakeshore emulates quality of care for its patient population.

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Hospital Care Overview at LGH

2023-2024

CAPACITY

VOLUMETRICS

255
SHORT-TERM BEDS

15 171
PHYSICAL HEALTH HOSPITALIZATIONS

172
MENTAL HEALTH HOSPITALIZATIONS

14
OPERATING ROOMS

18 949
SURGERIES

11 669
ENDOSCOPY PROCEDURES

31
STRETCHERS IN THE EMERGENCY ROOM

38 203
EMERGENCY VISITS

27
DIALYSIS CHAIRS

22 163
DIALYSIS TREATMENTS

1
MATERNITY CENTER

1 523
BIRTHS

89 542
MEDICAL IMAGING PROCEDURES

8 860
NUCLEAR MEDECINE PROCEDURES

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Vision to improve patient care via digital transformation

Electronic Medical Records (Clinics/specialized)

Scanning Documentation Quanum (ChartMaxx)

Electronic Viewer OACIS

Nephrology Software Endoscopy Software

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Electronic Medical Record

The EMR is an electronic medical record designed to meet our objectives of **serving clinicians/patients with a unified patient record.**

Target groups of the Electronic Medical Record:

- Lakeshore Specialized Clinics;
- GMF-U;
- CIUSSS : (CLSC – Homecare).

Electronic medical record – Benefits for patients

Improve services and patient care:

- Dynamic patient portal granting access to results;

- Seamless electronic prescriptions sent directly to pharmacies;

- Ability to conduct virtual consultations;

- Instant electronic appointment notifications;

- Online bookings with handy reminders for confirmation or cancellation;

- Secure messaging and record sharing for peace of mind;

- Quick and easy kiosk check-in upon arrival.

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Electronic Medical Record

Desired Investment

- Initial fees: $50,000
- Recurring fees: $150,000$/year for three (3) years

Total :
~ $500,000

Quanum/ChartMaxx

All **documentation generated manually or electronically** will be stored in the ChartMaxx document management system for **online consultation of information by doctors and clinicians.**

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Quanum/ChartMaxx – Benefits for patients

Optimizing fluidity and access to information

- The patient record follows the patient throughout their entire care journey, and is accessible to any clinician who has access to Lakeshore information systems;

- Improve information available and minimize errors and duplication of testing, by instant access to all previous patient encounters and tests;

- Enhanced patient care safety by reducing the risk of misplaced or lost documents;

- Providing clinicians with consistent and reliable documentation supporting safe and effective treatment and follow-up care;

- Improve information security and confidentiality.

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Quanum/ChartMaxx

Desired Investment:

- Initial fees: $300,000
- Recurring fees: $100,000$/year for three (3) years

Total :
~ $600,000

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Endoscopy System

An endoscopy information system is a specialized software platform designed **to manage and enhance various aspects of endoscopic procedures** such as colonoscopies. These systems help healthcare providers **perform, document, and analyze endoscopic examinations, leading to conclusive diagnoses.**

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Endoscopy system – Benefits for patients

Optimization of examinations improving access to this procedure and reducing waiting lists :

- Efficient planning and scheduling that reduce waiting times for procedures and increase the number of cases handled;

- Improved diagnostic accuracy with better detection of abnormalities;

- Tailored treatment plans and continuous monitoring of patient data post-procedure;

- Seamless automated reminders for follow-up appointments;

- Innovative telemedicine capabilities and remote access to endoscopy data allow patients to receive specialized consultations.
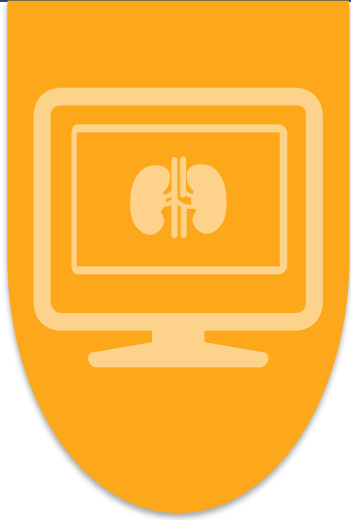
Endoscopy system

Desired Investment

- Initial fees: $90,000
- Recurring fees: $20,000$/year for three (3) years

Total :
~ $150,000

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Nephrology system

A nephrology management software (or dialysis software) is a specialized computer program designed to **manage the treatment and care of patients with kidney failure requiring hemodialysis treatments.**

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Nephrology system – Benefits for patients

Improve the quality of patient care:

- Provides tailored treatment plans with adjustments to medication and dialysis schedules based on real-time monitoring;

- Offers consolidation of health records into a single profile while integrating wearable devices and home monitoring tools;

- Enables patients to self-monitor and generate reports by giving them access to test results, treatment plans, and appointment schedules.

Nephrology system

Desired Investment
- $390,000: Estimation includes three (3) years of recurring fees

Total :
~ $390,000

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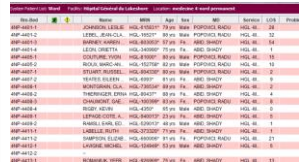# Vision to improve patient care via digital transformation

Electronic Medical Records
(Clinics/specialized)
~ **$500,000**

TOTAL
$1,640,000

Scanning Documentation
Quanum (ChartMaxx)
~ **$600,000**

Electronic Viewer
OACIS

Nephrology Software: ~ **$390,000**
Endoscopy Software: ~ **$150,000**

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Thank You!

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