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CENTRE DE COORDINATION
DE LA TÉLÉSANTÉ DU RUIS
DE L'UNIVERSITÉ DE SHERBROOKE

Centre intégré
universitaire de santé
et de services sociaux
de l'Estrie – Centre
hospitalier universitaire
de Sherbrooke
Québec

From obsolete technology to a better Wound Care Teleassistance service

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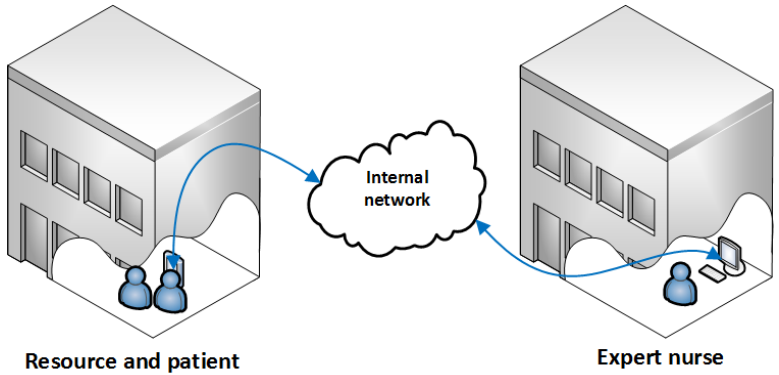
History of the WCT

- Wound care teleassistance service
  - Launched in 2009
  - Covers around 65 health facilities
  - Over 3 600 virtual clinics completed
  - Around 100 nurses involved in the service

WCT care delivery model

- Expert and resource nurse
- Wound care referential (framework)
- Community of care in wound care
- Real time & asynchronous



Haut-parleur
MICRO
AudiSoft Technologies

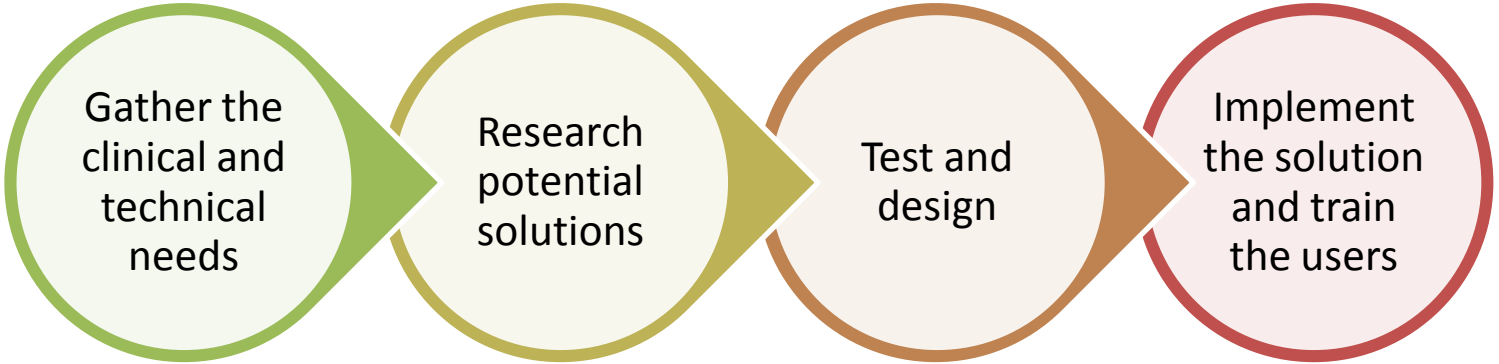
5 years later

- End of support for the solution and the infrastructure
- Aging technology with growing problems
- Wish to have a more flexible solution
- Actualize the tools to be more efficient

Opportunity

- Better address the current and future using recent technology
- Reassess the needs for WCT
- Review the planning process

Strategy


Gather the clinical and technical needs
Research potential solutions
Test and design
Implement the solution and train the users

Technical need analysis

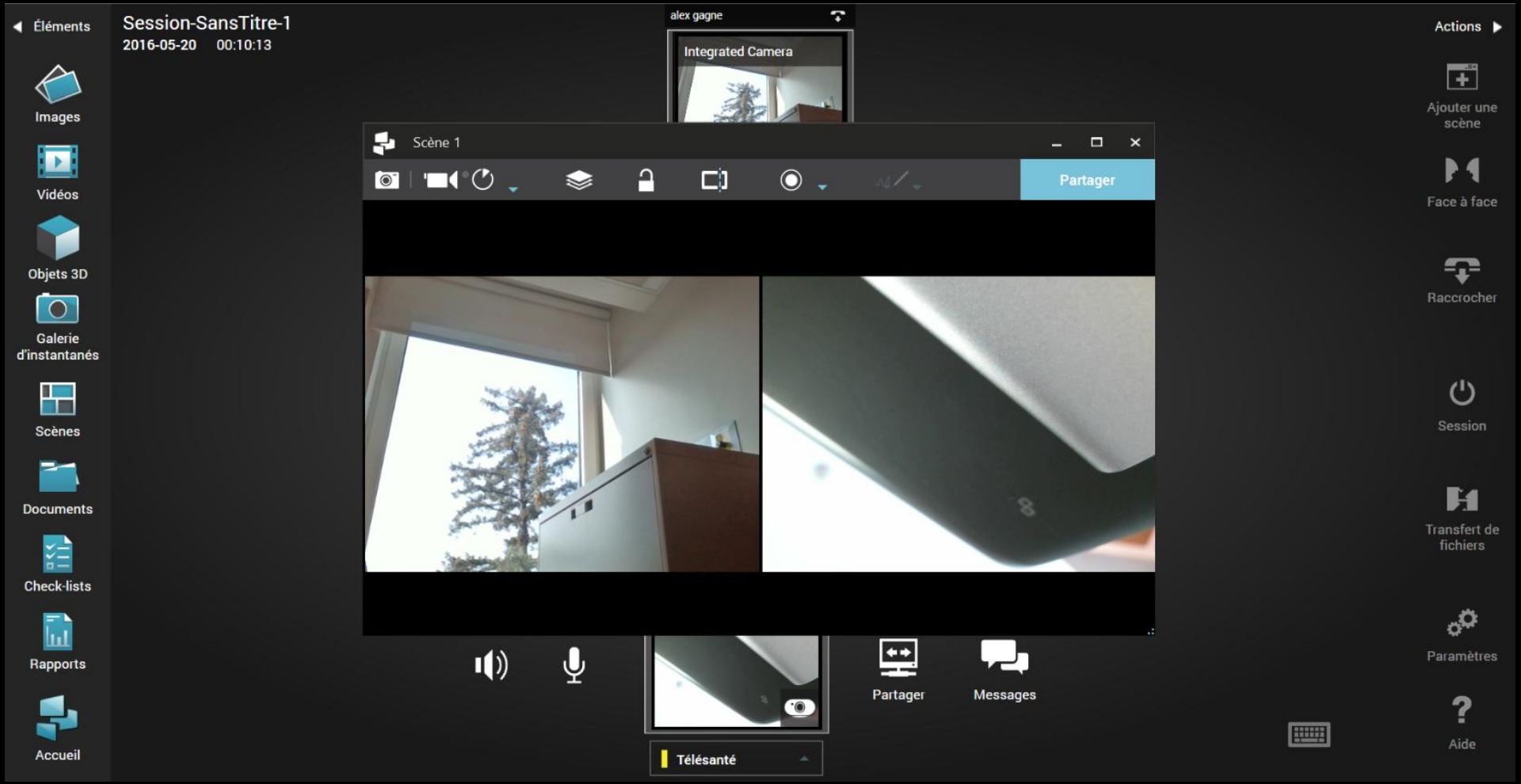
- Technological needs
  - Meet with the nurses
  - Review past support requests
  - Reflect on our experience

Technical needs

- 27 requirements were identified
- Main additions :
  - Have the possibility to be mobile
  - Full two-way communication
  - Bigger screen

Technical design

- Evaluate 6 different software solutions according to the requirements using a point system
- Evaluate different hardware solutions with the software
- Aquire the tablet PC by a RFP process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alex gagne
Integrated Camera
Actions
Images
Vidéos
Objets 3D
Galerie d'instantanés
Scènes
Documents
Check-lists
Rapports
Accueil
Scène 1
Partager
Ajouter une scène
Face à face
Raccrocher
Session
Transfert de fichiers
Paramètres
Aide
Partager
Messages
Télésanté

Clinical need analysis

- Clinical needs
  - Evaluate the service organisation
  - Reassess the need for WCT at every location
- Findings
  - Optimize the planning model for virtual clinics
  - Some sites were not using the technology

Results - Technical

- The UI of the solution is much more intuitive
- Mobile solution that is portable
- More flexible solution, both hardware and software wise
- Lower total cost of ownership

Results - Clinical

- Good reception from the nurses
- Planning of virtual clinics better aligned with the reality of the nurses
- Over 120 clinics with the new technology (October 2015 – March 2016)

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Thank you for your attention !

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